



LOCAL AUTHORITY SERVICES

Program Manager

The Program Manager, reporting to the Director Enterprise Centre, Business Partnerships & LAS, is responsible for the overall administration, marketing plan, and growth of assigned (i.e., One Investment, Natural Gas, Electricity) programs, management of the assigned program customer relationships, supervising the Client Relations Specialist and the Energy Billing/Settlement team within the shared services framework of operation used by LAS. The position will also lead the identification, research, program and contract development, and marketing of potential new programs for LAS. The Program Manager will also act as a subject matter expert resource to the municipal sector in all issue areas relevant to assigned programs. The position will also be expected to speak at municipal events and conferences as required.

Primary Responsibilities:

- Support the President and Director Enterprise Centre, Business Partnerships & LAS' oversight and accountability.
- Supervision of the Client Relations Specialist and DCB team.
- Daily administration of current programs (i.e., One Investment, Natural Gas, Electricity, DCB Billing & Settlement) including up to date policy and procedures for each program, timely monthly, year-end and ad hoc reporting for internal and external end users and ongoing analysis of business risks.
- Manage program member contracts, and client relationships.
- Ensures regulatory compliance.
- Works with IT to ensure software used in program or service delivery is current and meeting needs.
- Work within the internal shared services framework to ensure effective program administration.
- Manage third party vendor/service provider relationships related to LAS programs.
- Lead research, assessment and analysis of business risks for potential and new program development, within Ontario and in other provinces, as applicable.
- Lead the negotiation of contracts with third party vendors with direction of LAS Board, as applicable and prepare for approval.
- Manage relationships with other municipal associations, in and outside of Ontario, to determine areas of new/expanded business for LAS.
- Develop methods of marketing programs and services to members and non- members that results in growth of programs.

- Lead the business development process with prospective program or service members, including council and staff presentations.
- Develop and give direction on website content.
- Monitor performance of all programs and related financials, including budget development and profit analyses.
- Design and administer tender processes for LAS' energy commodity programs, analyze all tender results, and recommend direction to Director Enterprise Centre, Business Partnerships & LAS.
- Develop program information and marketing materials.
- Develop and deliver LAS training workshops and seminars, including presentations.
- Maintain a current knowledge of events related to program areas including advising members on related legislation and regulations.
- Attend municipal events throughout Ontario, and when necessary staff booth at municipal trade shows.
- Deliver presentations at municipal events and conferences.
- Prepare and present program updates at LAS Board and various committee meetings.
- Develop business cases and RFP responses related to LAS business activities.
- Other duties as assigned.

Core Competencies:

- University degree preferably in business or marketing with 10 years related business experience;
- Sound judgment and discretion;
- Strong negotiation skills;
- Effective risk assessment skills;
- Knowledge or experience in a board governance structure;
- Direct experience working with provincial, federal or municipal government;
- Awareness of the changing political environment;
- Advanced knowledge of municipal government roles and responsibilities, legislation, regulations and financial structure;
- Demonstrated sound judgment and ability to maintain confidence of senior LAS staff and LAS Board in dealing with high value program administration;
- Excellent supervisory skills;
- Strong organizational skills;
- Demonstrated ability to manage contracts;
- Superior project management skills;
- Ability to independently prioritize work and perform scheduled tasks on time;
- Ability to identify, review, and assess risk as it relates to LAS business activities;
- Knowledge of the shared services framework;

- Ability to work with limited supervision;
- Strong problem solving skills to manage and address customer contract concerns;
- Strong interpersonal skills;
- Good mathematical skills;
- Effective organization skills to prioritize work and to ensure corporate memory and administrative efficiencies are achieved;
- Strong writing skills for newsletters, RFPs, Board reports;
- Courteous approach to Board members, membership, staff and the public
- Knowledge of current business software applications and use of technology to support quantitative analysis, website content development, and efficiency.

Decision-Making and Judgement:

- Direct supervision of Client Relations Specialist and Energy Billing/Settlement team.
- Independently establishes work priorities to ensure deadlines are met and seeks direction when priorities compete.
- Seeks approval for decisions that impact the budget including contracts and agreements.
- Understands the confidential and sensitive nature of information in program areas that are politically sensitive.
- Establishes day-to-day management of own workload.
- Responsible for accurate monitoring of all program contracts, agreements and budgets to identify/prevent any negative impacts.
- Strong record keeping that ensures the accuracy of contracts and invoices, and resolves discrepancies in keeping with approved policies and authorities.
- Recommends changes to data systems, policies, and practices to supervisor.
- Detailed work to help develop and monitor the budgets
- Negotiation and analysis of contract language and agreements to ensure advantageous terms and financial success for LAS

Impact of Errors:

- Inaccurate recommendations or inappropriate program administration could result in inappropriate expenditures, loss of revenue causing potential bankruptcy or embarrassment to LAS and municipal governments.

Environment and Equipment:

- Works in an office environment and travels to external meetings, conferences and seminars
- Periodic overnight and out of province travel
- Responsible for proper care and usage of equipment
- May require the lifting and movement of materials and supplies

- Valid Ontario drivers license

Supervisor:

Director Enterprise Centre, Business Partnerships & LAS

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