
Job Title: Program Portfolio Manager**Location:** Service Center**Department:** Business Planning**Job Status:** Full-Time**Reports To:** Director of Business Planning**Job Grade:** 608**Pay Status:** Exempt**Date Created/Updated:** 2/23/2023

Position Summary

The Program Portfolio Manager will primarily be responsible for leading the development and continuous improvement of New Braunfels Utility's enterprise portfolio & project management office (Center of Excellence). This position will report directly to the Director of Business Planning and will also be responsible for facilitating the strategic planning & business plan development process for the NBU Operations team.

This leadership position will work across the entire NBU organization to train, plan, lead, organize, and communicate to a multitude of predictive teams in order to support multiple NBU programs. The ideal candidate will be a self-starter with a passion for technology, organization, process, predictive principles and quickly establish the relationships and credibility to influence and motivate stakeholders at all levels while asking the right questions, resolving challenges, and fostering an environment of collaboration. This role must be effective in working and communicating with external stakeholders, multiple business units as well as with internal cross-functional teams.

The Program Portfolio Manager must possess strong interpersonal and leadership skills to create and cultivate internal and external working networks to accomplish the mission and goals of the organization. They must have a service and results-oriented mentality to strategically plan, establish priorities, effectively manage staff, and to oversee projects & portfolios.

Essential Duties & Responsibilities

MANAGES THE CENTER OF EXCELLENCE

- Best Practices – provides support and direction on organizational change management, standardized approaches/processes, tools, methodologies and knowledge centers.
- Support – deliver shared services, policies, training, templates, communications, etc.
- Measurement – define key performance indicator approach, analyze marketing results, and the creation and updating of dashboards.
- Training – provide skills assessments, learning curriculum, classroom training, internal certification programs, etc.
- Technology – technology/systems standardization, integration standardization, vendor management.
- Governance – creation, oversight, and management on the project management office governance document, performance management, integration management, data management, utilization, etc.
- Supports and drives positive change to increase efficiencies across the organization

PROGRAM MANAGEMENT

- Training – provide skills assessments, learning curriculum, classroom training, internal certification programs, etc. in support of the PMI/PMP approach to project management.
- Manage and organize projects from inception to maturation, honoring commitments for the timely and effective delivery of value, quality products, and business success.
- Promote empowerment of predictive teams and ensure that predictive processes are understood and followed.

- Support project managers across the organization to manage stakeholder communications, and helping to implement and facilitate effective project governance.
- Document processes, analyze project trends; organize and monitor project components; coordinate with teams to identify issues, risks, and opportunities for improvement; and design strategies to mitigate or avoid future risks.
- Maintain, report, and present updates and metrics for multiple projects for value, quality, performance, and delivery. Compiles and distributes portfolio information, status reports, and portfolio budget expenditures.
- Coordinates, develops, and evaluates a portfolio of projects using accepted portfolio management methodologies.
- Develops budgets, schedules, work plans, resources requirements, and cost estimates and projections for a portfolio of projects. Develops and implements plans to communicate and explain project portfolio methodologies, and makes presentations to interested groups and team members.
- Develops criteria for evaluating programs, proposals, and other information related to portfolio management.
- Monitors and manages portfolio costs to ensure the project is completed within budget.
- Monitors and manages project quality to ensure project deliverables are acceptable and fulfill the terms of the project contract or specifications.
- Present to NBU managers, directors, and executives, and interested groups on portfolio status.
- Interact with senior managers, executives, and major stakeholders to establish strategic plans and objectives for an organization.
- Manages support staff including, but not limited to project managers, business analysts, change management personnel, administrative assistants, etc.
- Performs other duties or work as assigned
- Maintains relevant knowledge necessary to perform essential job functions

STRATEGIC FOCUS:

- Prioritize programs and projects based on NBU's strategic plan, functional needs, resource capacity constraints, risk exposure, and interdependencies. Develop and implement a Center of Excellence, manage project reporting, and work across the company to establish project management processes and procedures.
- Design, plan and facilitate strategic planning workshops that promote cross-functional collaboration to most effectively prioritize projects/initiatives and manage demand on support resources.
- Collaborate with NBU Directors, Managers and Executive Leadership Team to design and drive more efficient, cost effective customer-centered delivery of services. Analyze business processes and make positive change to improve the performance of the organization.
- Conduct benchmarking and develop metrics to measure success of the organization. Identify key performance indicators (KPIs) and work with NBU Data Analytics team to create dashboards.

MANAGEMENT/SUPERVISION RESPONSIBILITIES:

- Provide direction and support for the Project Management Office
- Lead, motivate and facilitate cross-functional teams to commit to, and deliver results.
- Monitor and evaluate the performance of direct reports and personnel to ensure that established NBU procedures and policies are enforced, achievements are recognized, performance standards are met, and professional growth opportunities are made available.
- Identify and obtain training opportunities for staff to create an engaged, knowledgeable workforce.
- Proactively develop relationships across the organization.
- Ensures management keeps employees informed of pertinent business communications through formal and informal modes of communication and in a timely manner.
- Encourages employees to recommend ideas for the improvement of processes and procedures that are consistent with the company Vision and Strategic Plan.
- Ability to create and present professional communications, whether verbal, visual or written, whether for internal or external use.
- Encourages a culture and learning environment that fosters opportunity for continuous growth and development of all employees.

COMPANY WIDE RESPONSIBILITIES:

- Maintain a culture of safety by following safety guidelines and practices at all times and in all situations for self, co-workers, visitors and general public.
- Perform work in accordance with company policy, government laws and regulations as applicable to each division’s responsibility and in accordance with the company’s Strategic Plan.
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Demonstrate a spirit of cooperation and team work including, from time to time, assisting with duties outside regular responsibilities.
- Accept accountability for decisions and actions at all times.
- Adherence to scheduled time of work and manage leave as to not interfere with tasks being completed including special projects and assignments with deadlines or, when applicable, negatively affect direct reports’ ability to do their jobs.
- Exemplifies NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Field of Study: Business/Project Management

Work Experience Time Frame: Five Years or More

Other: [Click or tap here to enter text.](#)

Certification and Licensures Requirements

Project Management Professional (PMP) certification or the ability to obtain within 6 months of employment.

Other Minimum Qualifications

Minimum of five years supervisory experience, preferably in the field of project management

Minimum of five years’ experience in project/program management

Management of a diverse set of projects is preferred, but not required

Experience in a municipal setting is preferred, but not required

Strong analytical skills.

Highly skilled in project management and the PMI/PMP predictive methodologies

Excellent communication skills.

Strong time-management skills.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Click or tap here to enter text.

Experience with Machines, Tools, Equipment and Other Work Aids

Click or tap here to enter text.

Physical Demands

Standing: Occasionally

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

Fine Dexterity: Frequently

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

Carrying: Rarely

- Supplies
- Equipment
- Files

Sitting: Frequently

- Desk Work
- Meetings
- Driving

Reaching: Occasionally

- For Supplies
- For Files

Handling: Occasionally

- Paperwork
- Monies

Kneeling: Never

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Rarely

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing: Never

- Stairs
- Ladder
- Step Stool
- Onto Equipment

Vision: Frequently

- Reading
- Computer Screen
- Driving
- Observing Worksite

Foot Controls: Never

- Driving
- Operating Heavy Equipment
- Dictaphone

Balancing: Never

- On Ladder
- On Equipment
- On Step Stool

Bending: Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground
- Making Repairs

Crouching: Never

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Crawling: Never

- Under Equipment
- Inside Attics/Pipes/Ditches

Hearing: Frequently

- Communication Via Telephone/Radio/To Co-Workers/Public
- Listening to Equipment

Twisting: Rarely

- From Computer to Telephone
- Getting Inside Vehicle

Talking: Frequently

- Communication Via Telephone/Radio/To-Co-Workers/Public

Other: Click or tap here to enter text.

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date