Downloaded from <https://www.velvetjobs.com/job-descriptions/strategy-program-manager>

# Example of Strategy & Program Manager Job Description

Our company is hiring for a strategy & program manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for strategy & program manager

* Define outreach model, materials, and expectations to support customer engagement and satisfaction
* Partner with Customer Communications to develop and deliver outreach materials
* Partner with Customer Insight to develop and deploy effectiveness measurement tool
* Work collaboratively and regularly with PMO stakeholders (Permitting, Land Public Affairs, etc)
* Deploy program outreach with thorough and consistent training to 19 Local Presence teams
* Define key metrics and performance thresholds and provide regular performance assessment to Local Presence teams
* Continually leverage customer and Outreach Specialist feedback to improve the effectiveness of outreach by Program
* Promote outreach effectiveness, best practices, and program information with all internal stakeholders
* Develop and manage annual budget, forecast, and cost management strategies across programs and 19 Local Presence teams
* Represent Local Presence Outreach Specialists in PMO project scheduling meetings

## Qualifications for strategy & program manager

* Strong knowledge of Microsoft Office including Excel, PowerPoint, SharePoint and Visio
* Knowledge of global multi-assets markets, products and processes is preferred
* Direct experience or strong understanding of data science and BI tools and big data technologies and languages
* 8 years of relevant experience, working in Utility Operations, Customer Service, Marketing, Public Affairs, or similar roles
* Valid CA Driver’s License or ability to obtain by first day of employment
* Master’s Degree, Business Administration or other similar