



Program Manager, Performance Management

Do you want to join a team that values Service, Collaboration, and Excellence?

Do you want to work with an organization that is committed to serving its customers and community by providing clean, reliable, and affordable energy to Long Island and the Rockaways?

Is being part of a value-driven organization important to you?

If yes, please contact us!

We are a team of motivated, engaged, and exceptionally talented self-starters willing to roll up our sleeves and do what is necessary to get the job done. If you are interested in joining this dynamic team and have a passion to learn, develop and want your experience to make an immediate impact, please apply.

What We Offer

We offer an environment of continuous development and growth. LIPA offers a thriving company culture, exceptional colleagues, and great benefits. Our benefit package includes:

- ❖ Hybrid work and flexible hours
- ❖ Medical insurance
- ❖ Dental and vision insurance at no cost to the employee
- ❖ Paid holidays and generous leave time
- ❖ Professional development opportunities
- ❖ Educational assistance opportunities
- ❖ Multiple retirement plan options with company contribution
- ❖ Short-term and long-term disability coverage
- ❖ Flexible spending account
- ❖ Life Insurance
- ❖ 529 College Savings Program
- ❖ \$300 Wellness Reimbursement

What We Need

Education and/or Experience:

- Bachelor's degree in Business, Public Administration, Technology, Engineering or any other applicable degree.
- A minimum of seven (7) years' experience in the electric utility industry, preferably at a public utility, in electric operations, distribution/transmission power systems, engineering, (or related areas) with working knowledge of contract administration and managing multiple people, projects, budgets and deadlines.
- Proven experience with developing, tracking, and reporting accurate data. Including synthesizing information and communicating meaningful information to internal and external stakeholders, such as board, executives, and customers is highly desirable.
- Leadership skills and the ability to make rapid, accurate and reliable decisions.

LIPA's Corporate Values

Service: In all our actions, we serve our customers, community and the environment.

Collaboration: We leverage the abilities of our colleagues and stakeholders to benefit our customers.

Excellence: We build on our successes, celebrate our wins, and learn from our mistakes.

- Strong understanding of utility operations and demonstrated capability with technology solution implementations, schedule adherence, and successful communications and coordination between multi-departmental efforts.

Other Skills and Abilities:

- Demonstrated success with the effective delivery of strategic communications around all business area activities.
- Previous experience managing the delivery of multiple assignments with overlapping priorities & Timelines.
- Demonstrated ability to influence and effectively collaborate in team environments.
- Experience in the development of end-to-end processes, policies, and project plans.

Preferred Qualifications

- Demonstrated planning and facilitation skills.
- Previous working experience in more than one functional area of an Electric Utility Enterprise.

What You'll Do At LIPA

The Program Manager, Performance Management, supports and leads various strategic efforts, including developing annual work plans. This position's critical focus is to support the business's ability to establish its short, medium, and long-term plans in a highly dynamic environment and industry.

This position has a key role in strategy support and integration, collaborating with internal and external stakeholders, and leading cross-functional teams in the development of business-wide operational strategies. Responsibilities include the coordination and quality assurance of the LIPA annual performance metrics process to measure the Service Provider's performance regarding the Scope Functions and related Scope Sub-Functions; leading the annual review and setting of the Service Provider's Performance Metrics and the methods to capture and measure key business activities; partnering with leaders within business areas to develop and deliver impactful metrics and other analytics; leveraging business area systems; and leading a variety of key initiatives and special programs across the enterprise.

Success in this role demands a strong analytical orientation, exceptional communication skills and a highly developed collaborative nature. In addition, this position will work closely with the LIPA leadership team to reinforce the values of continuous improvement and ensure each department successfully delivers LIPA's corporate objectives.

Other Essential Job Functions include:

- Support the development and management of LIPA's work plans.
- Prepare reports and presentations for the Executive Committee and the Board of Trustees; communicate to our business unit teams the linkage between LIPA's Board Policies, Corporate Objectives, and WorkPlan projects and metrics to drive alignment.
- Collaborate across the Strategy and Performance Management Team and Financial Planning team to align annual work plans with financial targets and plan.

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- Support the formulation and dissemination of weekly/quarterly/annual performance reports for the business's leaders, as well as facilitating cross-functional performance reviews for the leadership team.
- Lead the analysis of active Performance Metrics to verify objectives are progressing as planned and work with the metrics Project Manager and Executive Sponsors to identify actions to be taken when problems are identified.
- Establish guidelines and standards for performance dialog across LIPA and its Service Provider.
- Partner with functional areas within LIPA to ensure that key performance indicators are appropriate, documented, and communicated.

Salary Range: \$110,000 - \$132,000

LIPA is an equal-opportunity employer.

Applying: Interested parties should submit their cover letter and resume to Barbara Ann Dillon, Director of Human Resources and Administration, at 2023ProgramManager@lipower.org

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