



TECHNICAL TRAINING & QUALIFICATION MANAGER

POSITION SUMMARY

The Technical Training & Qualification Manager at Northeast Gas Association (NGA) reports to the Director, Training & Qualification Services and is responsible for technical training courses, performance evaluations, and written examinations associated with NGA's Operator Qualification (OQ) Program. The position includes supporting NGA's Plastic Pipe Joining Program and other initiatives focused on workforce competency development. The Technical Training & Qualification Manager communicates and collaborates with a broad range of subject-matter experts representing gas pipeline operators and contractors to ensure that NGA programs are consistent with industry practices. The Manager leads committee meetings, coordinates multi-disciplinary teams of experts, and serves as the chief point of contact with NGA vendors and consultants in the course of updating and improving OQ training courses and exams. The position involves extensive visibility and interaction with technical experts and trainers, as well as responsibility for detailed review and quality control of training and testing materials to ensure alignment with NGA's OQ Program framework.

The Technical Training & Qualification Manager role calls for familiarity with a broad range of gas distribution disciplines and the industry's regulatory environment. The position requires a minimum of 3 years of experience in gas operations, engineering, construction, and/or training. The successful candidate will have excellent written and verbal communication skills, strong organizational and project management skills, and the confidence and professional presence needed to lead a team, facilitate meetings, and represent NGA effectively. Due to NGA's regional footprint and the collaborative nature of the position, the position may require travel 20%-30% of the time. Hybrid (in-office/remote) work options will be considered, depending on the experience and expertise of the candidate.

PRINCIPAL DUTIES & RESPONSIBILITIES

Technical:

- Oversee and ensure the high quality, accuracy, and completeness of NGA's OQ technical training courses by providing guidance to content producers and close review of training content
- Oversee and ensure the soundness and validity of written and performance evaluations for the OQ Program through consultations with subject matter experts and NGA's testing specialist, including developing new material as needed
- Guide and support gap analysis reviews to ensure that training and test content remain up to date and aligned with the OQ Program task structure
- Provide technical guidance for the development and definition of OQ Covered Tasks and related revisions to the NGA OQ Program framework
- Review and provide recommendations to ensure that the NGA Plastic Pipe Joining Program and Welding Program remain current with industry standards and practices
- Assist NGA members with understanding and using NGA's OQ task structure, training, and exams, including how to incorporate these resources into company-specific OQ programs



Management and Communications:

- Manage all aspects of training and testing projects and initiatives, including planning, scheduling, day-to-day activities, and progress reports
- Organize, plan agendas, and conduct committee meetings for training and testing projects
- Interact and communicate orally and in writing with subject-matter-experts, working groups, committees, vendors, and consultants regarding instructional design, training program content, and evaluation methods in the NGA OQ Program
- Field member inquiries about the NGA OQ Program when requested by Help Desk monitors
- Keep all levels of NGA staff properly informed about the status of ongoing work
- Assist in preparing annual budgets for training and testing projects and initiatives
- Develop and deliver presentations at NGA and other industry conferences and events.

EDUCATION & EXPERIENCE REQUIREMENTS

- Minimum 3 years of work experience in a natural gas discipline and/or training environment
- Bachelor's Degree in an engineering discipline or an educational/instructional design discipline preferred. In lieu of the degree, 10 years of related experience will be considered
- Experience working with an Operator Qualification program, including ensuring compliance with federal pipeline safety regulations (49 CFR § 192) and state-level regulations preferred
- Experience applying principles of instructional system/curriculum design and adult learning in training program development or delivery preferred
- Experience with training delivery via an online learning management system preferred
- Experience managing a team and facilitating meetings preferred
- Experience working on multiple projects at various stages of completion a plus

KNOWLEDGE & SKILLS

- Demonstrated technical writing/editing skills and ability to convey information clearly in writing
- Strong oral communication, active listening, and presentation skills
- Analytic and critical thinking skills
- Strong project management skills, including ability to work effectively under deadline pressures
- Effective relationship builder with a diverse range of stakeholders, including executives, managers, subject-matter specialists, and program administrators
- Working knowledge of Microsoft Office suite, including Excel, Word, PowerPoint, Teams, SharePoint, and Project Management software.



PERSONAL ATTRIBUTES

- Hard working, solutions oriented
- Flexible, adaptable, agile multitasker
- Self-motivated, independent learner
- Comfortable in both a team-lead and individual contributor role
- Professional presence and self-confidence
- Willingness to travel as needed.

LOCATION

NGA office in Westborough, MA. Hybrid/remote work options will be considered, depending on the experience and expertise of the candidate.

TRAVEL

20-30% travel commitment to committee meetings, member locations, industry conferences, and workshops.

COMPENSATION

A competitive total compensation and benefits package will be offered to the successful candidate.

To apply, please send your resume to: hr@northeastgas.org.