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## Program Specialist

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This position at Northeast Gas Association (NGA) offers the opportunity to work with a dedicated team of professionals on personnel training and qualification programs designed to support safe delivery of gas energy to customers in nine northeastern states.

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### Our Organization

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The Northeast Gas Association (NGA) is a regional trade association that focuses on education and training, technology research and development, and increasing public awareness about the industry's focus on safe, reliable, efficient and affordable delivery of gas energy to customers as a continuing part of an environmentally responsible energy future. The NGA represents local gas distribution companies, interstate/intrastate pipeline companies, liquified natural gas companies, and contractor companies. Our members collectively serve 14 million customers across Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont. Our mission is to be the Northeast gas industry's voice in fostering safe, reliable, efficient and affordable gas delivery and promote an environmentally responsible energy future.

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### Position Summary

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The Program Specialist is responsible for leading NGA's online testing, performance evaluation (PE) and training delivery strategy, monitoring its operational efficiency, and furthering member satisfaction with NGA's program and program partners. The Program Specialist position serves as a key point of contact for NGA's Operator Qualification Committees, and problem resolution.

The Program Specialist is the primary interface with NGA's online testing and PE/training delivery partners for all aspects of their services, including scheduling, delivery, and maintaining accurate up to date data in the Learning Management System (LMS) database. The Program Specialist manages the action items/initiatives for the program and the regularly scheduled weekly calls with the business partners. Additionally, this position serves as the point of contact and facilitator for online testing, PE development content updates, beta testing review meetings, and program-related decision making.

The Program Specialist will assist in the annual budgeting and monthly actual vs budget variance analysis and year-end forecasting, as well as developing custom reports.

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### Key Responsibilities

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- Manages all aspects of the online testing program for NGA, their members and business partners.
- Serves as SME Point of Contact (POC) for internal NGA staff and members for online testing program questions regarding testing offers, pricing, processes, procedures, scheduling and invoicing.
- Oversee and manage the relationship with NGA's business partners that deliver online testing, performance evaluations, and training.
- Assist in designing, writing and formatting program communications and marketing materials.
- Maintain program documentation and ensure timely distribution of periodic updates to members.

- Contribute to departmental and program initiatives for ongoing improvement.
- Monitor and respond to member inquiries.
- Assist with membership mutual aid program as needed.
- Ad Hoc Reporting

## Education and Experience

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- Requires a bachelor's degree in a business-related field or a relevant combination of skills and experience.
- Preferred 5 years of experience in the gas industry or learning and development space.
- Project management experience; Project Management Professional (PMP) certification a plus.

## Knowledge & Skills

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- Strong conceptual and analytic thinking skills.
- Strong data analytics ability, including ability to use data visualization tools such as Power BI.
- Proficiency in Microsoft Office tools (Word, Excel, Powerpoint).
- Working knowledge of file-sharing applications such as Sharepoint.
- Strong writing, oral communication, and listening skills.
- Strong organizational, problem-solving, and research skills.
- Ability to manage multiple priorities and work effectively under tight deadline pressure.

## Personal Attributes

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- Strong work ethic.
- Self-motivated; self-starter; independent learner.
- Interpersonal skills and ability to work effectively in a team environment.
- Adaptable; comfortable working in a fluid organization, including adjusting to shifting priorities and rising to unforeseen challenges.

## Location

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This position would report to our Westborough, Massachusetts office. NGA practices a hybrid work environment. Remote work options will be considered, dependent on the experience of the successful candidate.

## Compensation

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A competitive total compensation and benefits package will be offered to the successful candidate that includes a base salary and performance bonus competitive with the marketplace. Specifics of a compensation package will be tailored to attract the ideal candidate.

Please send resumes to [hr@northeastgas.org](mailto:hr@northeastgas.org)