

# Director, Program Development

INCUMBENT: Vacant  
REPORTS TO: Vice President, Connect K-12  
LOCATION: Telework eligible  
STATUS: Full-time, Exempt  
DATE: August 15, 2022

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## DESCRIPTION

The Director, Program Development is responsible for ensuring that Connected Nation's (CN) programs are effectively executed. This includes planning, monitoring, implementing, and launching programs to meet customer objectives and expectations, as well as cultivating and maintaining stakeholder relationships in support of Connected Nation's mission and growth. This position will proactively analyze and modify existing program management processes to increase profitability and effectiveness, and present their progress to the program management team and CN executives. The Director is also responsible for developing, retaining, and growing client relationships by investing significant time in understanding the goals and needs of various state entities, foundations, and corporate sponsors, and preparing an organizational response to those needs based on Connected Nation's suite of capabilities.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Lead the development and implementation of CN programs, as assigned by CN's leadership team, with a focus on cultivating and maintaining strong stakeholder relationships with state agencies, corporate sponsors, foundations, and nonprofits that add significant value to CN's business and provide opportunities for future expansion and growth.
- Ensuring all program deliverables, as assigned, are achieved in a quality and timely manner, while maintaining budgetary compliance in all respects.
- Ensure current client satisfaction by providing frequent and professional project, strategy, or policy updates.
- Provides analysis and recommendations for Connected Nation's strategic programs and initiatives.
- Supervises and coordinates program activities and provides support and guidance to the respective program team members.
- Partners with CN executives to develop a strategic vision for CN programs and assists teams with the implementation and day-to-day program tasks.
- Monitors all CN programs to ensure deliverables meet CN standards and within the respective timeframes.
- Works with internal and external stakeholders regarding Connected Nation's programs to track their progress and make necessary modifications to ensure they support CN's mission.
- Leads specific programs as designated by CN Executives. Responsible for maintaining client relationships and meeting program deliverable.
- Communicates and collaborates with various divisions of the organization and represents Connected Nation's programs as it relates to that division.
- Presents program status updates to CN executives.
- Responsibilities are not all inclusive, additional duties may be assigned.

## EDUCATION/EXPERIENCE

- Bachelor's degree in government, education, general business or a related field is required. Master's degree is highly desirable.
- Must have seven years' experience in a professional setting, with demonstrated skill in managing projects and external relationships.

## QUALIFICATIONS

- Identifies and resolves problems in a timely manner, gathers, and analyzes information skillfully and maintains confidentiality.
- Possesses a high level of social intelligence and superior interpersonal skills to handle sensitive and confidential situations; position continually requires extroverted demeanor and demonstrated poise, tact, and diplomacy.
- Ability to exhibit solid independent judgment with minimal direction.
- Superior written and verbal communication skills; must be able to interact and communicate with individuals at all levels of the organization.
- Strong leadership skills and the ability to manage multiple projects.
- Strong work ethic, achievement oriented, ethical and motivated beyond personal interests.
- Open leadership style. Actively seeks out and supports collaborative thinking and problem solving with others in the organization.
- Possesses a high level of strategic vision and thinking. Ability to position the organization for the future, looking beyond the present situation to conceptualize key trends and identify changing demands.
- Creative, innovative and "out-of-the-box" thinking skills.
- An extremely organized, disciplined, self-directed, hands-on and process-oriented individual who is not afraid of digging into details when necessary.
- Ability to manage and prioritize multiple tasks.
- Must have project management skills and the ability to apply that knowledge to projects with considerable technical complexity.
- Cultivates strong and collaborative working relationships with clients and staff, while having the ability to handle sensitive and confidential datasets.
- Unquestioned personal and professional integrity with assertiveness, presence and confidence.
- High level of commitment to team and company values.
- Strong interpersonal, influencing and negotiation skills to effectively work with people of all levels.
- Ability to meet travel requirements, which may be extensive.
- Valid state driver's license.

## ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to sit at a desk for one or more hours at a time.
- Ability to lift and carry up to 10 lbs.
- Ability to operate computer and equipment in the office.
- Must have sufficient mobility to move around the office and the community, with some out-of-state travel required.

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*This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*