

Empower. Create. Inspire.



GELBGROUP
CONSULTING

Program Manager Job Description

Location: Remote, with possible travel

Job Type: Full-Time

Reports to: Director, Support Services

Job Summary

We are seeking an experienced and dynamic Senior Program Manager with a strong background in project management to lead and oversee multiple programs and projects within our organization. The ideal candidate will possess exceptional leadership skills, strategic vision, and the ability to drive cross-functional teams towards achieving program goals. This role requires a results-oriented professional who excels in a fast-paced, innovative environment and is committed to delivering high-quality outcomes.

Key Responsibilities

Program Leadership

- Lead and manage multiple complex programs from inception to completion, ensuring alignment with organizational objectives and strategic goals.
- Develop and implement program strategies, objectives, and plans to ensure successful delivery.
- Serve as the primary point of contact for all program-related activities, providing regular updates to senior leadership and stakeholders.

Project Management

- Oversee and guide project managers in planning, executing, and closing projects within the program.
- Ensure that projects are delivered on time, within scope, and within budget.
- Implement best practices in project management, including risk management, resource allocation, and quality control.
- Conduct retrospective sessions to gather lessons learned and recommend opportunities for process improvement.
- Support departmental goals and populate scorecard metrics.
- Provide departmental reporting both internal and external.



- Work with AR department to ensure seamless and accurate client invoicing.
- Foster client relationships by acting as a point of contact, holding weekly meetings and providing dashboard reporting.

Cross-Functional Collaboration

- Foster strong working relationships with cross-functional teams, including sales, marketing, finance, and operations departments.
- Facilitate effective communication and collaboration among team members to ensure seamless execution of program initiatives.

Stakeholder Management

- Engage with key stakeholders to gather requirements, define program objectives, and ensure alignment with business needs.
- Manage stakeholder expectations and provide transparent and timely communication on program or project progress and challenges.
- Assemble and maintain key artifacts and portfolio reporting and/or dashboards.

Financial Oversight

- Develop and manage program budgets, ensuring efficient allocation of resources and adherence to financial constraints.
- Monitor program financial performance and implement corrective actions as needed.
- Performance Monitoring - Establish and track key performance indicators (KPIs) to measure program success and identify areas for improvement.
- Conduct regular program reviews and post-mortems to capture lessons learned and drive continuous improvement.

Risk Management

- Identify, assess, and mitigate risks associated with program delivery.
- Develop contingency plans to address potential challenges and ensure program resilience.

Team Development

- Mentor and coach project managers and team members, fostering a culture of continuous learning and professional growth.
- Lead by example, promoting a collaborative and high-performance work environment.

Qualifications and Skills

- Bachelor's degree in business administration, or a related field (master's degree preferred).
- At least 5 years of experience in program management and project management, with a proven track record of successful program delivery.
- IT software industry experience preferred.
- Strong understanding of project management methodologies (PMP or similar certification preferred).

- Exceptional leadership and interpersonal skills, with the ability to influence and motivate cross-functional teams.
- Excellent communication (written & oral), negotiation, and problem-solving abilities.
- Proficiency in program and project management tools and software, such as Autotask, Kantata, and Smartsheet.
- Strong financial acumen and experience managing program budgets.
- Ability to thrive in a fast-paced, dynamic environment and adapt to changing priorities.
- Able to work remote and within continuous United States.
- Excellent organizational skills and attention to detail.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: While performing duties of this job, employee is occasionally required to walk; sit; use hands to handle or feel objects, tools, or controls; reach with hands and arms; balance; stoop; crouch; bend; talk; and hear. The employee must occasionally lift and move up to 10lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: The noise level in the work environment is typically low. Gelbgroup provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes affirmative action to ensure that applicants are employed, and employees are treated during employment without regard to any of these characteristics. Discrimination of any type will not be tolerated.

ABOUT GELBGROUP

Founded in 1996, Gelbgroup remains at the forefront of business and real estate technology services. We bring industry-leading insights and expertise to every engagement, enabling our clients the ability to maintain a competitive edge. As a leading real estate solutions provider, Gelbgroup is a member of Yardi's Independent Consultants Network.

We work with multifamily, student housing, affordable, retail, industrial and commercial real estate owners and operators, property management firms, institutional investors, and real estate brokers nationwide, many of whom are among the real estate industry's largest and most prestigious leaders. We are Strategic Partners with leading software vendors to bring best-in-breed solutions to every client.

We offer a competitive salary in addition to health benefits, PTO, and 401k. As a rapidly growing company there is room for personal development, and upward mobility.

To apply, please send your resume to careers@gelbgroup.com. Thank you!



Acknowledgment Receipt

By signing this for, I acknowledge the receipt of the Yardi Program Manager job description from Gelbgroup. I have read this policy and agree to abide by its guidelines as a condition of my employment.

Employee Signature

Date

Printed Name

Gelbgroup Representative

