

Title: Program and Service Innovator
Location: Wyoming
Division: Strategy
Reports To: Chief Strategy Officer
Position Status: Exempt
August 2020

Basic Purpose:

Responsible for developing and enhancing programs and services in alignment with WBC's strategic plan and stakeholder needs. Tracks program and service efforts, identifies and develops program/service enhancements or new opportunities. Coordinates with staff, stakeholders, partners and regions to create and enhance impactful services. Serves as an analyst and designer through identification of opportunities and creating a comprehensive portfolio of programs and services that continuously evolve to meet ever-changing needs.

Essential Duties:

- Collaborates cross-functionally to initiate new program and service development to achieve strategic initiative targets.
- Designs, develops, refines, and implements organization-wide services and programs.
- Improves existing programs and services based on stakeholder feedback.
- Evaluates viability of cooperative services and programs with partner entities.
- Continuously evaluate program and service match to customer needs.
- Provides leadership and project management support to a cross-functional team charged with program implementation.

Position Requirements:

- Any combination of education and experience equivalent to a bachelor's degree in business, marketing, communications or any other related degree plus ten years' work-related experience in a professional setting.
- Experience with project management methodologies.
- Must be able to work cooperatively and effectively among various work groups, audiences, vendors and internal departments.
- Must be a gifted communicator capable of gaining consensus or stakeholder buy-in on new, complex or challenging ideas.
- Ability to easily transition among projects of varying scale.
- Creative, versatile and willing to take on big challenges.
- Exercise appropriate judgement and decision-making skills over complex matters.