Program Analyst

THE COMPANY

The Northeast Gas Association (NGA), established in 2003, supports more than 35 local gas distribution companies (LDCs), which collectively serve over 13 million customers across the northeast states of Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont. NGA's membership includes distribution companies, transmission companies, liquefied natural gas companies, and more than 400 associate member companies.

NGA is also the parent organization of NYSEARCH, an RD&D organization which has served a consortium of natural gas LDCs for over 30 years. With more than twenty active member companies, NYSEARCH manages a range of product developments and research projects that involve universities, energy companies, federal agencies, and commercial products and service providers. The organization's efforts span North America and are recognized both nationally and internationally as innovative and technologically advanced.

At NGA, we are committed to fostering an inclusive environment, where all employees and customers feel valued, respected, and supported. We are dedicated to building a team that reflects the diversity of our customers and the communities in which we live and serve.

POSITION SUMMARY

We are seeking a detail-oriented and data-driven Program Analyst to support our Operator Qualification (OQ) and training department. This department oversees a member-led, large-scale, testing and training program, designed to ensure field employees are trained and assessed in their knowledge, skill, and ability to ensure competence and compliance with federal and local codes.

The Program Analyst will report to the Manager, Operator Qualification and Compliance and will play a critical role in evaluating, monitoring, and optimizing program performance. This position involves analyzing data, preparing reports, and providing actionable insights to support decision making and ensure program objectives are met. Additionally, this position will develop and utilize statistical approaches to data collection to draw actionable conclusions that may need to be presented to non-statistical stakeholders.

NGA is committed to investing in the growth and development of this role. Over time, the Program Analyst will have opportunities to contribute to testing and training program innovations, technology upgrades, and cross-functional initiatives shaping the future of workforce development across the natural gas sector.

The successful candidate will have excellent quantitative skills, strong organizational and project management skills, experience using data visualization tools, and professional presence to represent NGA. Due to NGA's regional footprint and the collaborative nature of the position, the position may require

travel 5%-10% of the time. Hybrid (in-office/remote) work options will be considered, depending on the location, experience and expertise of the candidate.

PRINCIPAL DUTIES & RESPONSIBILITIES

- Develop and maintain reports to track key performance metrics for a program with more than 20,000 active participants across multiple companies.
- Analyze real-time and historical program data to identify trends, performance gaps, and opportunities for improvement.
- Support budget development and conduct financial and trend analysis for the program.
- Create and update dashboards and visualizations to communicate metrics to program managers and stakeholders.
- Support audits and regulatory reporting by providing timely and accurate data.
- Report and interpret findings from data analysis and recommend improvements to enhance program efficiency and effectiveness.
- Provide day-to-day helpdesk support, addressing inquiries and resolving issues related to the program for participants and stakeholders.

EDUCATION & EXPERIENCE REQUIREMENTS

- Bachelor's degree in Statistics, Data Science, Business Analytics, Engineering, or another related field involving applied statistics
- Minimum 2 years of work experience involving responsibility for data analysis
- Experience and proficiency in the use of statistical tools and software (e.g., R, Python, SPSS, or similar) and data analysis platforms (e.g., Excel, SQL, Power BI, Tableau)
- Experience managing and interpreting large, dynamic datasets with frequent updates is a plus
- Experience working on multiple projects at various stages of completion is a plus
- Experience in the natural gas or other energy industry is a plus

KNOWLEDGE & SKILLS

- Excellent quantitative skills
- Careful attention to detail and ability to ensure data integrity in a dynamic environment
- Strong oral communication, active listening, and presentation skills
- Strong analytical, critical thinking, and problem-solving skills
- Strong project management skills, including ability to work effectively under deadline pressures
- Effective relationship builder with a range of stakeholders, including executives, managers, and program administrators
- Working knowledge of Microsoft Office suite, including Excel, Word, PowerPoint, Teams, SharePoint, and Power BI

PERSONAL ATTRIBUTES

- Hard working, solutions oriented
- Flexible and adaptable
- Self-motivated and independent learner
- Comfortable in both team-lead and individual contributor role
- Professional presence and self-confidence
- Curious to learn new skills and expand knowledge
- Willingness to travel as needed.

LOCATION

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

TRAVEL

5-10% 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.

Apply

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