



Senior Program Manager, Intergovernmental Affairs

Your Role

Despite pervasive connectivity in most urban areas in the United States, as of January 2015 the FCC estimated that nearly 55 million Americans across the country had no access to broadband services. [USAC](#) administers the \$10 billion Universal Service Fund, which the FCC created to address serious gaps in needed coverage. We deliver funds through four programs (E-rate, Lifeline, Rural Healthcare and High Cost), to people and places who need it most – rural, hard-to-reach communities, low income households and schools and libraries who need access to facilitate learning. We are passionate about our universal service mission, and we are in the midst of transforming our organization to better support its realization.

The Lifeline Program team helps eligible low-income consumers establish and maintain telephone service by discounting services provided to them by local telephone companies. In 2015 alone, over 12 million low-income households throughout the nation benefited from over \$1.5 billion in support. In April 2016, the FCC redesigned the Lifeline Program to support both mobile and fixed broadband, and set an annual budget of \$2.25 billion to support increased participation by broadband carriers. With these changes, the goal of the program is to increase broadband affordability and access among low income households that do not have an internet service. In addition, the FCC has entrusted USAC to serve as the National Verifier to become the independent administrator to verify initial and on-going consumer eligibility, as well as other major system and business functions that were previously performed by the carriers themselves

We seek an experienced, dynamic and collaborative professional to serve as a Senior Program Manager within our Lifeline State and Federal Partnerships Team to focus on building strategic alliances to drive USAC's activities with federal, state and tribal partners toward the creation of a new national eligibility verification system for all existing and new Lifeline subscribers nationwide.

The Senior Program Manager will cultivate and maintain multiple key relationships with state, local, tribal and federal officials, third party entities and membership associations to fulfill the implementation objectives of the Lifeline program. This position will also provide leadership, oversight and tactical support to state and federal agencies in developing and finalizing data use agreements, consumer education campaigns, technical assistance workshops and other means for increasing broadband adoption and usage among Lifeline eligible consumers.

This is an outstanding career opportunity for an individual interested in a genuine professional challenge in support of a public-spirited mission.



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Your Responsibilities

Working in a creative and fast-paced environment, the Senior Program Manager, will serve as an expert representative and professional ambassador for the USAC Lifeline program to all state, federal and tribal organizations. Among others, your responsibilities will include the following:

- Developing and maintaining strong relationships and initiating face-to-face interactions, targeted outreach, professional networking and written communication between the Senior Advisor, Program Leaders and external partners critical to the successful implementation of the Lifeline program
- Establishing and maintaining corporate-level tracking mechanism for all strategic external partnership activities with various state, local, tribal and federal partners to monitor all Lifeline initiated communications with all relevant external partners
- Demonstrating sound judgement in balancing competing interests, priorities and agendas among key federal, state, local and tribal stakeholders to fulfill the near term and long term goals of the Lifeline program
- Monitoring state and federal agency proceedings pertaining to the low income broadband sector and advising the Senior Advisor and Program Leaders to key decisions or trends impacting the administration of the Lifeline program in the states, federal agencies or any other external forum
- Providing high-level performance and project management support to help build support for the National Lifeline Eligibility Verifier among state, federal and tribal leaders
- Collaborating effectively across the entire Lifeline Division, at all levels, to provide expertise on state, federal, or tribal matters that would impact other teams' operational decisions
- Other duties as assigned

About You

The successful candidate will excel at operating in a diverse and fluid environment, and will be crucial for the success of the Lifeline Program's National Verifier.

- You are passionate about our mission to help Americans gain access to essential communications technology
- You are a problem solver with great attention to detail, can work with little supervision, multi-task, and learn quickly
- You have strong interpersonal skills and the ability to work in high-pressure situations
- You have 5 to 7 years of experience performing duties similar to those listed above
- You have strong problem-solving and analytical abilities
- You are comfortable when delivering public presentations to diverse audiences of stakeholders, federal and state officials, consumer groups and third party organizations involved in broadband



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access, economic/workforce development or digital inclusion

- You have experience working effectively in a matrixed organization with a strong collaborative mindset
- You have sensitivity to corporate USAC needs, employee goodwill, morale and public image
- You have the ability to cultivate and maintain diverse and extensive networks up, down and across external organizations to achieve the implementation objectives of the Lifeline program
- You have a minimum of 6 years of corporate, government (federal, state or local) or non-profit experience in government relations, legislative, regulatory advocacy in the telecommunications, broadband adoption or economic development sectors with a focus on assisting underserved, low income communities in rural, urban and tribal areas
- You have a minimum of 5 years' of project/program management experience, including scoping timelines/project plans, participating and or leading cross-functional teams, and owning deliverables.
- You have a minimum of 5 years' experience working collaboratively with external stakeholder groups, government officials, local community leaders and industry to build and maintain coalitions
- You have general knowledge of the federal Universal Service Fund (USF) programs
- You have expertise with Microsoft Office, specifically Outlook, Excel, and PowerPoint
- You have experience in building and maintaining cross-functional relationships with non-profit organizations, government agencies, tribal communities and or trade associations
- You possess a Bachelor's degree from an accredited institution in a related field

About Us

The Universal Service Administrative Company is dedicated to achieving universal service. This important principle suggests that all Americans deserve accessible, affordable and pervasive telephone and high-speed broadband connectivity. Our non-profit company is in the midst of a dramatic transformation to ensure that we are configured to achieve this goal.

USAC employees are passionate about our mission. Our work contributes to the success of all Americans. We've worked together to build a culture that is collaborative, ambitious, outcome-oriented, and feedback-focused.

To Apply

USAC offers a comprehensive benefits package, ongoing professional development opportunities, and balance between the demands of work and life.

USAC is an Equal Opportunity Employer. Only principals will be accepted. No agencies please.

To apply, please submit a cover letter with salary requirements and resume [here](#).