

Manager of Service Development Associates

Port Authority is seeking a Manager of Service Development Associates to supervise the Service Development Associate (represented) positions and weekly work assignments. Ensures that all field data collection requirements for Federal and State auditing are met. Oversees the collection, computer entry, analysis, and monthly and annual summaries of field data related to transit service. Ensures all tasks have appropriate instructions and process guides for field assignments.

Essential Functions:

- Manages Service Development Associate personnel and work assignments in accordance with Collective Bargaining Agreement. Conducts quality assurance measures for collected data.
- Oversees the collection, reporting and analysis of various metrics related to the delivery of transit network services.
- Prepares monthly, quarterly, annual or ad hoc reports for oral and written presentation.
- Oversees the design, production and distribution of public timetables and other customer information materials related to service.

Job requirements include:

- Minimum of two (2) years of Supervisory experience, with demonstrated ability to manage multiple staff simultaneously.
- Minimum of five (5) years' experience in transportation, customer service, business operations, information technology, or related field.
- Demonstrated ability in the use of Windows, Microsoft Word and Excel.
- Valid PA driver's license must be obtained within 90 days of starting the position.
- Effective and professional communication skills.
- Strong organization skills.

Preferred attributes:

- Bachelor's Degree in Business Administration, Public Administration, Accounting, Economics, Urban Planning or directly related field from an accredited school.
- Experience in the field of public transit or multimodal transportation.
- Knowledge of Port Authority service areas and routes.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Robyn Taylor
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EOE