

## Manager of Organizational Excellence

The Strategy Division is launching a comprehensive continuous improvement program. The Manager of Organizational Excellence will have the opportunity to shape this program and build a team to execute a transformation of the way Port Authority works and deliver services as an organization. The successful candidate will lead training and enterprise performance functions throughout the Port Authority at all levels, from front-line employees to executive leadership, based on Lean and similar process improvement methods. The Manager of Organizational Excellence will be expected to develop, implement, and manage complex programs that integrates multiple elements or programs to achieve organizational excellence.

### Essential Functions:

- Develop, manage and facilitate key processes and tools for identifying, prioritizing, resource planning and executing initiatives and projects that support the Strategic Plan.
- Participates in strategic planning efforts. Monitors data and identifies trends and patterns, analyzes best value propositions, and recommends enhanced or new solutions. Leads analytical efforts on special projects to improve operating efficiency from business and technical perspectives. Develops reports, feasibility studies, and briefings on specific issues.
- Leads multidisciplinary teams of employees to synthesize, clarify, define and document business requirements and processes. Evaluates requirements and processes and recommends feasible solutions.

### Job requirements include:

- Bachelor's degree from a four-year college or university with major coursework in Business, Public Administration, or other related field plus five (5) years of increasingly responsible work experience in performance analytics, enterprise risk management and/or data management research in a government or private setting, three (3) years of which were in a managerial capacity.
- Valid driver's license is required.

### Preferred attributes:

- Ideal candidate will possess a Lean Six Sigma Black Belt or a Master Black Belt certification.
- Experience in assessing and creating management systems that support a culture of continuous improvement
- Experience using Power of Business Intelligence or similar software platforms or applications
- Experience leading highly diverse teams in a broad array of projects/subjects
- Knowledge of program management.
- Knowledge of supervisory and managerial techniques and principles.
- Excellent oral and written communications and attention to detail.
- Skill in strategic planning, coordinating, and implementing programs and activities.
- Skill in interpreting, organizing, coordinating, and executing assignments, projects, and programs.
- Skill in handling multiple tasks and prioritizing.
- Skill in data analysis and problem solving.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to establish and maintain trust and good working relationships with Port Authority staff, management, board members, and the public.
- Ability to exercise good judgment, tact, and diplomacy in all dealings and maintain confidentiality as required.
- Keen ability to drive work independently with little direction.
- Ability to quickly become well versed in the subject matter.
- Experience with placing high value on the customer experience.



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

Missy Ramsey  
Employment Department  
345 Sixth Avenue, 3<sup>rd</sup> Floor  
Pittsburgh, PA 15222-2527  
[MRamsey@portauthority.org](mailto:MRamsey@portauthority.org)  
EOE