

Enterprise Performance Manager

The Strategy Division is launching a comprehensive continuous improvement program, Organizational Excellence. The role of Enterprise Performance Manager at Pittsburgh Regional Transit (PRT) is a high visibility role in which you will be responsible for developing and owning critical, complex, and cross-functional business initiatives to support successful execution of PRT's Strategic Plan. The Enterprise Performance Manager will have the opportunity to shape this program and build a team to execute a transformation of the way PRT works and deliver services as an organization based on Lean Six Sigma and similar process improvement methods. Performing the business intelligence aspect of the role you will be providing critical information to the leadership team based on using business analytic tools and techniques such as Power BI. The Enterprise Performance Manager will be expected to develop, implement, and manage complex programs that integrate multiple elements or programs to achieve organizational excellence. The successful candidate will lead enterprise performance management and relevant training throughout PRT at all levels to become a valued partner to senior leaders and front-line staff. You will be known as a "change agent" who constantly challenges the status quo with a data- and customer-first perspective.

Essential Functions:

- Develops, manages, and facilitates key processes and tools for identifying, prioritizing, resource planning, training 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:

- Graduation with a 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.
- Vaccination required.

Preferred attributes:

- Ideal candidate will possess a Lean six 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 and risk 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 Pittsburgh Regional Transit 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.



Pittsburgh Regional Transit



Pittsburgh Regional Transit offers a generous benefits package, teleworking, vacation and sick days and is a certified age and military friendly employer. The annual salary range for this position is \$114,468 to \$137,381. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Missy Ramsey

Employment Department
345 Sixth Avenue, 3rd Floor
Pittsburgh, PA 15222-2527
MRamsey@portauthority.org

EOE