

Manager of Service Development

Pittsburgh Regional Transit is seeking a Manager of Service Development to manage for the Port Authority of Allegheny County d/b/a Pittsburgh Regional Transit (PRT) Planning and Service Development Department the procedures surrounding the interpretation of data from various sources as it relates to providing transit services to the public and planning for future changes to those services. Manages the service development staff and prioritizes service changes three times per year for the Scheduling Department to ensure changes are prioritized and the community is engaged on major changes. Supports projects from other programs in the department such as corridor planning and station area planning. Advises Director of Planning & Service Development on the evaluation of transit services and opportunities for continued growth and innovation regarding agency goals and objectives. Assists the Director of Planning & Service Development with Departmental tasks, presentations, and strategic direction.

Essential Functions:

- Manages the daily functions of service planning staff to prioritize work efforts in conjunction with the long-range plan, strategic plan, and annual departmental work plan goals. Sets goals and objectives, monitors performance, and looks for opportunities for growth of direct reports.
- Assists the Director of Planning & Service Development with Departmental tasks, presentations, and strategic direction
- Works with Planning and Service Development Management team to ensure collaboration across teams within and beyond the Department and looks for opportunities for efficiency of work efforts
- Collaborates directly with the Director of Transit Scheduling to ensure coordinated efforts towards the prioritization of triannual service changes

Job requirements include:

- BA/BS degree in Public Administration, Public Policy, Urban Planning, Business Administration, Information Systems Management, or related field.
- Minimum of five (5) years of progressively responsible experience in data analysis, urban planning, or transportation/service planning/scheduling. (Experience may be substituted by advanced education on a year for year basis.)
- Minimum of two (2) years of management or supervisory experience.
- Demonstrated ability to gather, analyze, and interpret complex data through understanding sampling methodologies, data integrity and data cleansing methods.
- Demonstrated ability in the use of Windows, Microsoft Word and Excel and PowerPoint.
- Effective and professional communication skills.

Preferred attributes:

- Demonstrated experience in visualization of data for presentation and exploration purposes, from both a conceptual visualization ability and use of tools (Tableau, PowerBI or similar).
- Master's degree in Public Administration, Public Policy, Transportation Planning, Business Administration, Analytics, Information Systems Management, or related field.
- Demonstrated ability in the understanding of the benefits of and skills needed for staff to use SQL or other database coding language(s) to modify existing and create new queries against established datasets.
- Experience at a transit agency or private corporation supporting transit agencies.



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, 3rd Floor
Pittsburgh, PA 15222-2527
MRamsey@RidePRT.org
EOE