

Job Description

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Job Details

Job Title	Director of Organizational Strategy and Design	Agency:	MTA Headquarters
Job ID	103952	Department:	Human Resources
Location	Manhattan - Downtown	Division:	SUM Human Resources

Full/Part Time

Regular/Temporary

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Job Information

JOB TITLE:	Director of Organizational Strategy and Design
SALARY RANGE:	\$106,332 - \$139,61
HAY POINTS:	830
DEPT/DIV:	People Department
SUPERVISOR:	Deputy Chief of Organizational Design and Development
LOCATION:	2 Broadway, New York, NY 10004
HOURS OF WORK:	9:00 am - 5:30 pm (7 1/2 hours/day)
DEADLINE:	Open Until Filled

Summary

The Director of Organizational Strategy and Design ensures that strategic mechanisms are set in place to drive organizational performance, productivity, and operational results. The Director will drive continuous improvement to support the organization's strategic framework. In addition, the Director manages the build out of metrics for the standards of performance and performance evaluation instruments.

Within this capacity, the Director of Organizational Strategy and Design will lead in a data driven learning culture and will establish strong partnerships with skilled business partners such as the Directors of Talent and Success Planning, Employee Engagement, and Performance Management. The Director will also engage and work collaboratively with senior leadership, legal counsel, and labor relations to execute solutions intended to effectuate overall organizational efficiency and effectiveness at both the programmatic and operational levels across all MTA agencies.

Responsibilities

Partner with key MTA business stakeholders to provide guidance on departmental organizational talent requirements.

Utilize leading business and organizational processes, operations, and outputs to best serve MTA employees. With such experience, layout structures, business models, and designs that will enhance overall agency productivity.

Design and carry out performance analysis methods and techniques to identify goals, gaps, opportunities, forecasting and reporting results for all MTA agency performance gap assessment, and root-cause analysis.

Build internal and external partnerships that will aid in the strategic planning and development of expanding emerging learning technologies and support systems for staff.

Understand baseline principles, policies, and practices associated with programs and initiatives designed for organizational well-being, agency job environment, goal setting, talent and strategy, data analytics and future readiness, etc.

Design and implement multiple theories, models, and principles of human performance improvement.

Knowledge of work roles, relationships and reporting structures in order to provide post-initiative recommendations and/or course of action.

Lead information-gathering discussions and focus groups to gather insights from various internal and external resources, conduct analyses, facilitate meetings with business partners at various levels of the leadership pipeline, create presentations and communicate findings to senior management.

Conduct a series of performance analysis to identify goals, gaps, or opportunities. Through analysis results, a documented plan such as a business process analysis, a performance gap assessment or a root-cause analysis to be materialized.

Knowledge of executing performance support systems and tools, such as instructional resources, data, process models, job aids, and expert advice.

Strong knowledge of analyzing and interpreting data results to identify patterns, trends, and relationships. Based on data results, design and implement an organizational change strategy, one that includes elements such as appreciative inquiry. The Director should know and be able to carry out change management theories and models that will benefit the MTA staff.

Demonstrated vision and excellent leadership skills to plan and implement strategy at higher levels of the MTA all agency.

Able to exhibit strong executive presence with the ability to influence senior leaders and create collaborative partnerships across the MTA.

Other duties as assigned.

Qualifications

- Significant breadth of knowledge of commonly used organizational development concepts, practices, and procedures.
- Experience with implementing eLearning initiatives, including experience in working with instructional designers.
- Excellent communication and interpersonal skills.
- Skilled in data analysis, needs assessments, problem solving, negotiation, facilitation, and coaching.
- Excellent organizational and presentation skills.
- Demonstrated ability to think strategically and to effectively work in a high profile, high-pressured environment.
- Must have strong managerial skills to effectively direct staff on implementing short- and long-term goals.
- Demonstrated analytical capabilities and quantitative skills.
- Strong ability to work with all internal levels within a given organization, including with the MTA Board Members.
- Demonstrated ability to communicate and interact well with key internal and external stakeholders.
- Strong proficiency in Microsoft Office Suite or comparable applications, i.e., Word, Excel, PowerPoint, and Outlook.

Education and Experience

A Bachelor's Degree in Psychology, Business, Organizational Behavior, Industrial/Organizational Psychology or related field or an equivalent combination of education from an accredited college and experience may be considered in lieu of a degree.

A minimum of 10 years related experience, including at least 5 years in Human Resources served in a managerial/supervisory role in a large, multi-faceted, fast-paced organization or governmental body.

Minimum of 5 years in a supervisory role managing teams/individual contributors.

PREFERRED:

- Master's Degree in Organizational Development/Design or a related field.
- Attainment of or in the process of attaining SPHR or SHRM certification in Human Resource Management.
- Strong project management skills.
- Six Sigma certification.

Other Information

As an employee of MTA Headquarters, you may be required to complete an annual financial disclosure statement with the State of New York, if your position earns more than \$105,472 (this figure is subject to change) per year or if the position is designated as a policy maker.