



MANAGER OF ENTERPRISE PERFORMANCE MANAGEMENT

FC: 000014
PB: 09
FLSA: Exempt

PC: 930
BU: 95 (NR)
Created: September 28, 2007

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Directs, manages, supervises and coordinates the activities of the Enterprise Performance Management (EPM) implementation program in support of BART's Business Advancement Program (BAP). The EPM implementation involves the identification and development of business performance metrics that can be measured via BAP's PeopleSoft and MAXIMO software modules, and evaluation and preparation of the necessary data to ensure data integrity, smoother conversion and migration. As necessary, coordinates EPM implementation activities with divisions, departments, and executive offices, and provides complex administrative and financial support to Project Manager, Business Advancement Program; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class manages enterprise performance management activities throughout the District. The incumbent serves as a liaison between BART departments and the implementation consultant team in managing enterprise resources and programs; reviews and evaluates complex methodologies to measure the terms of the vision and strategies of enterprise performance management activities and provides substantive recommendations for implementation.

REPORTS TO:

This position reports to Project Manager, Business Advancement Program.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*

1. Serves as a business team lead of Business Advancement Program (BAP) performance management and data readiness; manages three sub teams in the areas of reports/queries development, identification of key performance indicators for the business and data readiness.

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2. Assumes management, design and implementation responsibility for assigned services and activities associated with Enterprise Performance Management (EPM) including analysis and recommendations of preferred methodologies.
3. Consults and works with all levels of management in the development and implementation of goals, objectives, policies and priorities for assigned EPM programs; recommends and administers policies and procedures.
4. Reviews the business aspects of the District at all levels of management to determine the key metrics for the EPM design.
5. Serves as liaison between all departments and executive offices to identify performance criteria to improve business performance by aligning the appropriate information and resources to strategic goals and objectives; recommends, within departmental policy, appropriate service and staffing levels.
6. Is responsible for the internal ownership and continuous refinement of metrics to improve business strategies across the District by establishing a scorecard that measures business performance.
7. Plans, directs, coordinates and reviews the work plan for assigned staff; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
- 8.. Gathers, evaluates and documents all EPM requirements; delivers real-time business access to data to make informed decisions to achieve superior business applications.
9. Participates in unit and integration testing which may include the development of test scripts; provides functional support and knowledge to troubleshoot data problems and resolves production problems and enhancements.
10. Analyses source and target systems and transforms data into required formats; uses Enterprise Warehouse to manage data across business practice areas to improve analytics and reporting.
11. Oversees the analysis of all business requirements to determine and document functional specifications.
12. Serves as the liaison for BAP with other divisions, departments and consultants; negotiates and resolves sensitive and controversial business strategies.
13. Serves on a variety of EPM committees; prepares and presents staff reports and other necessary correspondence.
14. Works with PeopleSoft and MAXIMO functional leads to understand the data preparation and conversion needs, and based on which, develops internal strategies to

ready the necessary data for migration into the proposed new systems.

15. Works with PeopleSoft and MAXIMO technical leads to facilitate a technical architecture that aligns with the BAP data center footprint.

16. Attends and participates in professional group meetings; stays abreast of new trends and innovation in the field of EDM.

QUALIFICATIONS

Knowledge of:

Principles, practices and methods of project control and administration including budgeting and scheduling.

Business practices used in transit organizations.

Performance metrics concepts and measurement strategies

Methods and techniques of research and analysis.

Principles and practices of strategic planning.

Current office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications.

Principles and practices of program development and administration.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Related Federal, State and local laws, codes and regulations.

Skill in:

Overseeing and participating in project management.

Overseeing, directing and coordinating the work of assigned lower level staff.

Directing or performing highly complex, statistical, mathematical and comparative analyses.

Managing, overseeing and interpreting the collection of business information for complex reporting and analysis across departmental and functional boundaries.

Selecting, supervising, training and evaluating staff.

Participating in the development and administration of division goals, objectives and procedures.

Preparing and administering large program budgets.

Preparing clear and concise administrative and financial reports.

Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.

Researching, analyzing and evaluating new EPM methods and techniques.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

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A Bachelor's degree in a scientific or mathematical field, business administration, or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable data analysis and reporting experience which must have included at least two (2) years of project management experience.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

EEOC Code: 02

Safety Sensitive Designation: No