Strategy and Operations Lead

Department: Office of Strategic
Initiatives & Planning
Level: 8 – Exempt

Unit: 5070
Supervisor: Chief Strategy Officer

The Strategy and Operations Associate is responsible for supporting projects and initiatives that align with Massport's long-term business strategy. This position contributes to strategy development by analyzing financial impact, industry trends, customer and competitor behavior, and technological advancements. The Associate provides a data centric skillset and deep understanding of financial and operational modelling to guide decision-making and ensures that business requirements are effectively translated into structured business policies and processes, knowledge frameworks, technology solutions, and organization strategies, driving the successful execution of Massport's priorities.

ESSENTIAL RESPONSIBILITIES OF THE JOB

Data Analysis & Strategic Insights

1. Analyze operational and strategic data to optimize the operation and conduct cost-benefit analyses on new proposed initiatives.
2. Assess key strengths, weaknesses, opportunities, and threats (SWOT), generating insights that support strategic decision making.
3. Develop financial models (NPV, breakeven) for complex and interconnected lines of business (aviation, maritime, real estate) to guide decision making and provide structured cost-benefit analysis to revenue optimizing initiatives.
4. Leverage business intelligence tools and data visualization techniques to advise on tactical plans for optimizing resources and assets being managed within a particular business area or department.
5. Use historical trends and external benchmarking to guide Massport to be a best-in-class organization.
6. Conduct scenario modeling to provide recommendations on technical or professional solutions that would improve business performance.
7. Assist in aligning internal stakeholders to the strategic goals of the business and ensure that efforts are focused on providing the best value for the organization.
8. Support the development and implementation of Massport's 10-year strategic planning process by anticipating internal and external complexities, challenges, and opportunities and ensuring integration with broader functional strategy.

9. Use data from a wide range of sources to analyze key themes and provide insights on potential impacts to the business.

Policy and Decision Support
1. Conduct quantitative and qualitative research to inform policy recommendations, ensuring alignment with Massport's strategic objectives, regulatory requirements, and industry trends.
2. Act as a liaison between subject matter experts in technology, policy, regulation, or operational management and executive administration, translating data-driven insights into strategic policy recommendations.
3. Analyze key performance indicators (KPI's) and benchmarking data to assess policy impacts and recommend adjustments that enhance operational effectiveness.

Stakeholder Engagement & Communication
1. Engage with internal and external stakeholders to identify their needs and concerns, ensuring their input is reflected in the communication of business information and decisions.
2. Support certain aspects of the communication process by preparing data-driven presentations and reports for leadership and external stakeholders.
3. Use compelling arguments and data analysis to gain the support and commitment of others.

JOB REQUIREMENTS AND QUALIFICATIONS

Education
Bachelor's degree from a four-year college with preference for degrees in mathematics, engineering, and computer science; masters degree (or certificate) in business administration (MBA) preferred but not required.

Experience
Minimum of 2-3 years work experience in a strategy consulting environment.

UNIQUE EXPERTISE/CERTIFICATION/REQUIREMENTS:

1. Exceptional business and financial acumen with expert problem-solving skills.
2. Expert handling of data analytics tools. High level of proficiency with Microsoft Excel and PowerPoint; preference for understanding of database tools (SQL), one coding language (STATA, R), and expert manipulation of data visualization tools (Tableau)
3. Demonstrated experience in developing models using big data – key use cases include financial and operational optimization
4. Demonstrated ability to work in unstructured data sets and glean insights from disparate sources of data
5. Prior experience developing predictive models and forecasting business / financial performance from external / internal data sources
6. Demonstrated knowledge of project management principles and application.

7. Experience in analyzing and applying strategy and policy to set objectives and drive execution within appropriate timeframes.
8. Ability to articulate ideas, request actions, and formulate plans and policies through clear and effective verbal communication.
9. Ability to pass Massport pre-placement physical, controlled substance screening, security and background checks.

WORK SCHEDULE

Ability to work a minimum of a 37.5-hour workweek and ability to meet the demands of a fluctuating workload based on current need, including weekends and nights. Ability to travel locally, nationally, and internationally as required for stakeholder engagement, conferences, or industry forums.