

**Company: Gateway Development Commission**

**Job Title: Operation Analyst**

**Location: New York/New Jersey**

**Date: January 29, 2024**

**Job ID: 11-003**

### Summary of Responsibilities

The Gateway Development Commission (GDC) is currently seeking an experienced and detail-oriented Operations Analyst to join our team. Reporting directly to the Chief Administrative Officer (CAO), the Operations Analyst will play a key role in analyzing and optimizing our operational processes.

### Essential Functions

- Conduct thorough analyses of current operational processes and procedures.
- Identify areas for improvement, cost reduction, and enhanced efficiency.
- Gather, organize, and analyze data to inform decision-making.
- Maintain accurate and up-to-date data related to operational performance.
- Generate comprehensive reports on operational metrics, providing insights and recommendations to the CAO.
- Communicate findings in a clear and concise manner.
- Develop project plans, track milestones, and report progress to the CAO.
- Work closely with various departments to understand their operational needs and challenges.
- Foster a collaborative environment to drive cross-functional solutions.
- Maintain comprehensive documentation of operational processes, changes, and improvements.
- Ensure that documentation is accessible to relevant stakeholders.
- Efficiently manage the executives' calendars, appointments, and travel arrangements, ensuring optimal use of their time and resources.
- Prepare and organize documents, presentations, and reports for meetings, conferences, and other executive engagements.
- Act as a liaison between the executives and internal/external stakeholders, always maintaining effective communication and professionalism.
- Prioritize and handle incoming communication, including emails, phone calls, and inquiries, with discretion and responsiveness.

- Assist in planning and coordinating special events, conferences, and board meetings, ensuring successful execution and smooth logistics.
- Maintain confidentiality and handle sensitive information with the utmost professionalism and integrity.
- Conduct research and gather data on various projects, initiatives, and educational trends to support decision-making processes.
- Collaborate with other administrative staff to optimize office efficiency and contribute to a positive work environment.

### Job Requirements

Bachelor's degree in business administration, Operations Management, or a related field.

At least 5 years of relevant experience.

Proven experience as an Operations Analyst or in a similar analytical role.

Strong analytical and problem-solving skills.

Excellent project management abilities.

Proficient data analysis tools and software.

Effective communication and interpersonal skills.

### Project Background

The Gateway Program is the most urgent infrastructure program in the country – a comprehensive set of rail investments that will improve commuter and intercity services, add needed resiliency and, in its later stages, create new capacity between Newark, New Jersey and New York City, the busiest section of the Northeast Corridor (NEC). The NEC between Boston, Massachusetts and Washington, D.C. is the nation's busiest rail corridor, supporting a region that produces 20% of the Gross National Product. The 10-mile segment of the NEC within the scope of the Gateway Program carries over 200,000 daily Amtrak and NJ TRANSIT passenger trips on approximately 450 trains during non-pandemic conditions and is a vital artery in the region.

The first phase of the Gateway Program includes the Hudson Tunnel Project, which includes the construction of a new two-track tunnel under the Hudson River connecting to Penn Station New York as well as the full rehabilitation of the existing 110 year-old North River Tunnel. The project would create operational flexibility, rail network redundancy, and resiliency against future impacts to the Hudson River rail crossing. Environmental review for the project was completed in May 2021.

The Gateway Development Commission, established through bi-state legislation, is responsible for the financing and development of the Hudson Tunnel Project. The Commission is governed by a Board of 7 Commissioners appointed by each of Amtrak, New Jersey, and the New York State Department of Transportation, and works in partnership with Amtrak, NJ TRANSIT and the Port Authority of New York and New Jersey.

*The Gateway Development Commission is proud to be an Equal Opportunity Employer and administers all personnel practices without regard to race, color, religion, sex, national origin, sexual orientation, gender identity or expression, disability, protected veteran status or military status, or any other category protected under applicable law. We recognize that diverse teams make the strongest teams, and we encourage people from all backgrounds to apply.*

To apply, please email your cover letter and resume to [jobs@gatewayprogram.org](mailto:jobs@gatewayprogram.org) with the job title "Operation Analyst" in the subject line.