

DIRECTOR OF BUSINESS OPERATIONS

Location: New Castle, DE

\$137,300 to \$180,000 annualized (Grade 114)
(Salary commensurate with experience and skills)

Opening Date: November 6, 2025

Closing Date: November 20, 2025

I. POSITION SUMMARY

The **Director of Business Operations** is a senior management position responsible for driving operational excellence across Delaware River and Bay Authority (Authority) to advance the organization's mission, vision, and values. The Authority's businesses include bridges, ferries, and airports with supporting functions such as Engineering, Maintenance, Environmental/Health/Safety, Police and Toll operations. This position oversees strategic planning, process optimization, and cross-functional alignment to ensure that the Authority's business objectives are executed efficiently and effectively. This position requires a highly organized, innovative and results-driven professional with experience in project management, infrastructure planning, budget management, and effective implementation of cross-functional government operations. The ideal candidate utilizes strategic insight and strong operational integration skills to make informed decisions with clarity. This position reports administratively to the Chief Financial Officer and will also receive functional direction from the Executive Director.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Leads and manages daily business operations to ensure efficiency and effectiveness across the Authority
- Develops, implements, and monitors operational strategies, KPI's, and performance metrics
- Partners with executive leadership to define business goals and translate them into actionable plans
- Identifies opportunities for process improvement and drive continuous optimization and growth initiatives
- Oversees vendor management, contract negotiations, and operational compliance
- Builds and mentors high-performing teams to support organizational growth and efficiencies
- Uses data and analytics to inform decision-making and improve business performance
- Supports strategic initiatives, including business stabilization or business growth as needed
- Stays abreast of best practices and opportunities related to the transportation industry
- Performs other related duties as assigned
- Provides the highest level of customer service and professionalism to internal and external customers

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge and understanding of business operation principles, practices, and strategies in local, state, and federal government
- Strong knowledge of infrastructure planning, financial strategy, and government operations

- Strong communicator with excellent oral and written presentation skills with an emphasis on the ability to establish strong interpersonal relationships and the ability to interface at all levels internal and external
- Demonstrated strong and effective leadership skills and experience with the ability to build and maintain positive working relationships within and outside of the Authority (i.e., legislators, regulators, business community, vendors, contractors, stakeholders, etc.)
- Solid background in cross-functional teams' management, project management, and supervisory experience
- Excellent facilitation, organizational, analytical and problem-solving skills
- Ability to work under tight deadlines and manage multiple priorities simultaneously
- Effective interpersonal skills including negotiation, influence, and conflict resolution
- Excellent computer skills to include word processing, spreadsheet and presentation software, and database applications with proficiency in business analytics tools and operational software
- Ability to provide superior customer service to a wide range of internal/external stakeholders

IV. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree from an accredited college or university in business administration, operations management, public administration, or a related field
- Master's/Advanced degree in related field preferred
- Eight (8)+ years of progressive experience in operations, business management, and strategic planning in government administration
- Proven track record of leading cross-functional teams and improving organizational performance
- Exceptional analytical, risk management, problem solving, organizational, and project management skills
- Familiarity with government contracts, budgeting, and regulatory processes

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license
- Organizational Excellence or Project Management certifications a plus

VI. ADDITIONAL REQUIREMENTS

- Subject to a pre-employment physical including a drug test and background check
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution to receive their bi-weekly pay

If you are interested in applying for this position, please complete the on-line application at www.drba.net. In addition to the online application, please attach a current resume.

The Delaware River and Bay Authority is an Equal Opportunity Employer