



Director, Performance Assessment and Process Optimization

Do you want to join a team that values Service, Collaboration and Excellence?

Do you want to work with an organization that is committed to serving its customers and community by providing clean, reliable, and affordable energy to Long Island and the Rockaways?

Is being part of a value-driven organization important to you?

If yes, please check us out!

Who We Are

We are a team of motivated, engaged, and exceptionally talented self-starters, willing to roll up our sleeves and do what is necessary to get the job done. If you are interested in joining this dynamic team and have a passion to learn, develop, and want your experience to make an immediate impact, please apply.

To find out more about us, please visit our website: www.lipower.org

What We Offer

We offer an environment of continuous development and growth with a thriving company culture, exceptional colleagues, and exceptional benefits. Our benefit package includes:

- ❖ Hybrid work options available and flexible hours
- ❖ Excellent health insurance
- ❖ No employee cost for dental and vision insurance
- ❖ Paid holidays and generous paid time off
- ❖ Professional development opportunities
- ❖ Educational assistance opportunities
- ❖ Multiple retirement plan options with company contribution
- ❖ Short-term and long-term disability coverage
- ❖ Flexible spending account with company contribution
- ❖ Life Insurance
- ❖ 529 College Savings Program
- ❖ \$300 Wellness Reimbursement

What You'll Do At LIPA

LIPA's Corporate Values

Service: Our work is service. Everything we do is for the benefit of our customers.

Collaboration: Operate as one LIPA team. Everyone is included.

Excellence: One plan, with relentless implementation. Clear performance goals.

The Corporate Affairs Department supports LIPA's ability to build trust, credibility, and engagement with internal and external stakeholders. The department is responsible for delivering clear, consistent communications, strengthening relationships, supporting transparency, and ensuring that LIPA's messaging reflects its mission to provide electric service that is reliable, affordable, and increasingly clean. Corporate Affairs also supports organizational performance measurement, reporting and accountability, by tracking progress against LIPA's strategic priorities and ensuring that performance information is communicated clearly, accurately, and in a comprehensive and coherent way across the organization and to the communities that LIPA serves.

The Director, Performance Assessment and Process Optimization provides strategic leadership for LIPA's enterprise performance-management, continuous-improvement and process-optimization programs, and Service Provider oversight activities.

The Director designs, evolves, and governs performance frameworks that translate LIPA's strategic priorities into clear, objective, data-driven measures of performance, with particular emphasis on customer affordability, operational effectiveness, accountability, and continuous improvement.

Working across LIPA, PSEG Long Island, the Department of Public Service (DPS), and other stakeholders, the Director serves as a thought leader on performance measurement, benchmarking, process optimization, and continuous improvement. The role identifies systemic opportunities to improve processes and outcomes, leads cross-functional improvement initiatives, applies analytics and industry best practices to strengthen oversight, and provides senior management with actionable insights, options, and recommendations on matters of strategic and operational importance. The Director partners with Legal on performance-related contractual matters, while responsibility for contract administration resides with Legal.

Essential Job Functions include:

- ❖ Lead the strategic design, governance, and continuous evolution of LIPA's performance measurement framework, ensuring that metrics are aligned with LIPA's strategic priorities, Board policies, customer outcomes, Service Provider accountability, and applicable contractual performance requirements.
- ❖ Direct the development, negotiation, implementation, and ongoing assessment of new and amended performance metrics with PSEG Long Island and the Department of Public Service (DPS), including establishment of objective targets, measures, data requirements, and performance standards.
- ❖ Establish and lead a structured process-optimization program that identifies recurring operational, contractual, or administrative pain points; maps current-state processes; develops future-state solutions; and tracks implementation and realized benefits.
- ❖ Use benchmarking, trend analysis, root-cause analysis, and other performance-improvement methodologies to identify emerging risks, performance gaps, and opportunities to improve efficiency, effectiveness, customer value, and organizational outcomes.
- ❖ Serve as LIPA's internal thought leader and subject-matter authority on organizational performance management, measurement design, process optimization, and accountability; maintain awareness of utility and cross-industry leading practices and translate them into practical recommendations for LIPA.

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- ❖ Lead cross-functional performance reviews with LIPA business units and the Service Provider, elevating discussions from scorekeeping to forward-looking analysis of drivers, systemic issues, corrective actions, and opportunities for continuous improvement.
- ❖ Develop executive-level dashboards, scorecards, analyses, and recommendations that synthesize complex operational and financial information into clear insights for LIPA senior management and, as appropriate, the Board of Trustees.
- ❖ Partner with LIPA's legal, procurement, audit, finance, customer, T&D, and other functions on performance-related operational matters, including audits, special studies, consultant engagements, corrective-action plans, and Board materials.
- ❖ Lead the integration and effective use of data analytics, automation, visualization, and other technology-enabled tools to strengthen LIPA's oversight capabilities, improve data quality, reduce manual effort, and support timely decision-making.
- ❖ Provide strategic leadership for assigned special projects and enterprise initiatives, including projects involving safety, physical security, regulatory compliance, operational readiness, or other matters of significant organizational importance.
- ❖ Perform other duties as required.

What We Need

- ❖ Bachelor's degree in business, engineering, public administration, analytics, or a related field
- ❖ Ten (10) years of progressively responsible experience in the utility industry, enterprise performance management, operations, process improvement, analytics, or a related field, including experience leading complex cross-functional initiatives.
- ❖ Demonstrated ability to translate organizational strategy, Board policy, and contractual requirements into measurable performance objectives, governance processes, and actionable improvement plans.
- ❖ Deep knowledge of enterprise performance management, KPI and scorecard design, benchmarking, process optimization, root-cause analysis, and continuous-improvement methodologies.
- ❖ Advanced analytical and data-literacy skills, including the ability to synthesize large or complex data sets, identify trends and drivers, evaluate performance, and communicate decision-useful insights.
- ❖ Strong business acumen and broad understanding of operations, customer service, regulatory requirements, performance obligations, and the economic and operational drivers that influence utility performance.
- ❖ Advanced critical thinking and problem-solving ability, including the capacity to frame ambiguous issues, evaluate alternatives and consequences, challenge assumptions, and recommend practical solutions to complex or unusual business problems.
- ❖ Strong executive-level interpersonal, communication and presentation skills, with the ability to translate complex technical, operational, financial, and contractual matters into clear recommendations for senior leaders and other stakeholders.
- ❖ Demonstrated ability to influence without direct authority, build alignment across functions, negotiate effectively, and develop productive working relationships with internal and external stakeholders.
- ❖ Ability to lead cross-functional teams and improvement initiatives, establish priorities, allocate resources, manage competing demands, and drive work to measurable outcomes.
- ❖ Ability to exercise sound judgment and discretion in handling confidential, sensitive, legal, regulatory, and performance-related information.

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- ❖ High ethical standards, intellectual curiosity, strategic orientation, and a continuous-improvement mindset.

Preferred Qualifications

- ❖ Master's degree in business, engineering, public administration, analytics, or a related technical discipline.
- ❖ Lean Six Sigma process improvement, project management, or comparable professional certification.
- ❖ Experience designing or administering performance frameworks, Service Provider performance measures, enterprise scorecards, benchmarking programs, or continuous-improvement initiatives.

Salary Range

- ❖ \$182,700 - \$223,300

How You Can Apply:

- ❖ Interested parties should submit their cover letter and resume to Gary Martens, Director, Human Resources and Administration, at 2026dirpmpo@lipower.org

LIPA is an equal opportunity employer.

All people with disabilities are encouraged to apply.

If you require a reasonable accommodation in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to Gary Martens, Director, Human Resources and Administration.

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