



## Assistant Manager Departmental Hearings & Investigations

**Location: Manhattan – Midtown**

**Reference #: 86563**

**Compensation: Grade E Min: \$62,217.67 / Mid: \$77,772.09**

MTA Metro-North Railroad is a dynamic organization, operating out of the jewel of New York City, Grand Central Terminal. We provide service to over 82 million customers annually, traveling in and out of New York and Connecticut. A subsidiary of the Metropolitan Transportation Authority, Metro-North Railroad is the busiest commuter railroad in the nation. MTA Metro-North Railroad strives to provide a safe commute, great service to its customers and rewarding opportunities to its employees.

### **POSITION OBJECTIVE**

This position is to assist in the investigation, writing and processing of disciplinary charges in support of the Manager. To work with departmental management and labor officials to negotiate settlements of disputes that are fair and consistent across the various departments.

### **RESPONSIBILITIES**

- Under the direction of the Manager advise departmental management regarding how to perform thorough and complete investigations of incidents or rule violations.
- Assist departments with investigations by taking employee and witness statements.
- Serve as a resource for departmental management on how to write concise and accurate disciplinary charges based upon the investigation and facts.
- Under direction of the Manager hold pre-trials and settlement conferences on behalf of departmental management and coordinate the settlement of cases with union officials and management under the supervision of the Manager.
- Assist with trials/hearings to develop a complete and thorough disciplinary case record to ensure management's rights and an employee's due process rights are fully protected. In support of the manager ensure witnesses are prepared and that all relevant documents and evidence are available and produced at the investigation/trial. Ensure compliance with all contractual procedures and time limits.
- Under direction of the Manager ensure that cases are settled and or decided at the departmental level in accordance with progressive discipline and are consistent with agency standards across the various departments at Metro-North. Ensure fair, equitable, and consistent treatment of employees across all departments.
- Assist with training departmental management concerning the consistent application of policies, how to handle complex investigations, and the disciplinary process at Metro-North.
- Work closely with the Employee Availability Specialists in all attendance related issues. Conduct attendance related investigations.
- Provide support and assistance to the Manager, Assistant Director and Director. Perform other assignments as directed by senior management.

### **REQUIRED QUALIFICATIONS**

- Demonstrated effective, strong interpersonal, communications and organizational/administrative skills and ability to effectively interact with both management and labor organizations at all levels.
- Must possess and/or have the ability to gain working knowledge of applicable collective bargaining agreements.
- Working knowledge of investigatory process, appeals, and arbitration process.
- Perceptiveness to identify and solve problems, sound judgment and strong analytical, investigating and research skills.
- Ability to effectively influence decision making to ensure fair and consistent application of labor agreements and company policies and procedures.
- Experience in counselling and training management staff.
- Good computer skills with working knowledge of Microsoft Office and/or comparable software applications.

### **REQUIRED EDUCATION/EXPERIENCE**

- Bachelor's Degree in Business/Labor Relations or related field and three (3) years of related administrative professional experience performing labor-management functions in a large organization; or a Law Degree with a minimum two (2) years of handling trials or other administrative hearings with experience performing labor-management functions in a large organization with an emphasis on dispute resolution.
- Minimum of one (1) year experience with trial work or representing management/labor at administrative hearings.

### **SELECTION CRITERIA**

To be selected for a position, an applicant must: (1) meet the minimum requirements in the job posting, (2) pass a written examination (if applicable), (3) satisfy a background investigation (which includes credit, if applicable), and (4) pass an oral interview, during which the interviewers will further evaluate the applicant's qualifications for the position. Because the selection process is competitive, not all qualified applicants are granted an interview. Metro-North may also require the applicant to undergo a physical ability test, and, if the Company extends a conditional offer, may require him or her to undergo a medical examination, which may include toxicological testing.

For applicants who are current employees, you must be in active service and have worked in your present position for at least one (1) year to be eligible to apply for a posted position, and have completed the agreed upon formal training commitment, plus on-the-job training, if applicable (for example: Signal Trainee, Foreman-In-Training, etc.) in order to be eligible to transfer. If you are transferred, you may be required to forfeit your seniority in your present occupation. In addition, Metro-North employees are subjected to an internal investigation, which includes an evaluation of their safety and discipline records and their performance assessments. As an employee of Metro-North Railroad you may be required to complete a New York State financial disclosure statement, if you earn more than \$91,821.00 or if you hold a position designated as a policy maker.

We offer a competitive salary and a comprehensive benefits package.

**TO APPLY:**

Please visit us at <http://web.mta.info/mta/employment/> and click on the Employment hyperlink. Click Agree, then Select **Metro-North Railroad** and Search for **Assistant Manager Departmental Hearings & Investigations**, Job ID **86563**

**All Applicants must apply online to be considered. Metro-North no longer accepts hard copies of resumes.**

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