



Assistant Manager Department Hearings & Investigations

Location: Manhattan - Midtown

Reference #: 84574

Grade E Min: \$62,217.67 / Mid: \$77,772.09 / Max: \$93,326.51 Open Until Filled

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 will assist in the investigation, writing and processing of disciplinary charges in support of the Manager. The candidate will 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, the incumbent will 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 a minimum 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.

We offer a competitive salary and a comprehensive benefits package.

HOW TO APPLY:

Please visit us at <http://web.mta.info/mta/employment/> and Search for **Assistant Manager Department Hearings & Investigations, Job ID: #84574** under Metro-North Railroad.

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

MTA Metro-North Railroad is an Equal Opportunity Employer.