



**Metro-North F**

## **CAREER OPPORTUNITY**

### **Hearing Officer**

**Location:** Manhattan - Midtown

**Job ID:** 93884

**Grade:** G

**Salary Range:** \$84,657 – 110,000

**Application Deadline:** September 16, 2018

Metro-North Railroad reserves the right to remove this posting prior to the Application Deadline.

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**

To assist departments within Metro-North in disciplinary investigations, draft disciplinary charges, hold settlement/pre-trial discussions, prepare witnesses for trials/hearings conduct official trials/hearings, and to give efficient and timely direction to departmental management with respect to progressive discipline and/or agency-wide standards that must be consistent throughout Metro-North. Supervise and train the Assistant Manager position. Provide training to managers as assigned.

#### **RESPONSIBILITIES**

Support the Director and supervise the work of the Assistant Hearing Officer regarding all aspects related to investigations and disciplinary actions of Agreement employees. Supervise administrative staff. Train Assistant Hearing Officer in dispute resolution issues ensuring consistency and timeliness.

Assist managers in performing thorough and complete investigations of incidents or rule violations. Assist departments with complex investigations by taking employee and witness statements. Make pre-trial assessment of necessity for disciplinary action. Draft concise and accurate disciplinary charges based upon the investigation and facts. Issue charges in the time frame set forth in the applicable collective bargaining agreement.

Hold pre-trials and settlement conferences on behalf of departmental management and coordinate the settlement of cases with union officials and management. Negotiate and approve all waivers of discipline.

Ensure witnesses are prepared and that all relevant documents and evidence are available and produced at the trial/investigation. Ensure compliance with all contractual procedures and time limits.

Hold 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. Authorize postponements. Make recommendations to departments as to credibility of witnesses and appropriateness of discipline.

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. Ensure all cases are tracked and entered into the disciplinary tracking system.

Train managers on the consistent application of policies, how to handle complex investigations, and the disciplinary process at Metro-North. Responsible for preparation of training and acting as the instructor of training courses for managers.

Supervise the Assistant Hearing Officer in the administration of his/her functions.

Perform other assignments as directed by senior management.

Assist with the maintenance of the disciplinary database(s) and the analysis of data.

#### **REQUIRED QUALIFICATIONS**

In-depth working knowledge of investigations and hearing/trial procedures.

Excellent investigative and interviewing skills with ability to handle conflicts.

In-depth understanding of arbitration process.

Working knowledge of the administration of collective bargaining agreements.

Excellent analytical, verbal, and written communication skills.

Excellent reasoning and negotiation skills.

Demonstrated effective, strong interpersonal, communications and organizational/administrative skills and ability to effectively interact with both management and labor organizations at all levels.

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.

Strong computer skills and working knowledge of Microsoft Office and/or comparable software applications.

#### **REQUIRED EDUCATION/EXPERIENCE**

Bachelor's Degree in Business/Labor Relations or related field.

Minimum of five (5) years of experience performing labor-management functions in a large organization to include trial work and investigations.

Minimum of one (1) year of experience year serving in a supervisory capacity with oversight of a staff or function.

#### **PREFERRED EDUCATION/EXPERIENCE**

Law Degree.

Experience handling trials or other administrative hearings with experience performing labor-management functions in a large organization with an emphasis on dispute resolution.

#### **OTHER INFORMATION**

This is a safety sensitive position and subject to toxicology testing.

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 \$95,534.00 or if you hold a position designated as a policy maker.

Effective September 2017, all full-time non-agreement personnel other than those directly involved with the movement of trains or delivery of service, or assigned to other emergency response teams, are required to serve in the Station Terminal Auxiliary Response (STAR) program requiring Terminal coverage for Grand Central Terminal (GCT) from 4:30 PM-7:30 PM one week per year or responding to Station STAR duty during a service disruption, system-wide at various hours including nights and weekends. This program is designed to improve Metro-North's ability to provide customer service during emergencies that impact service delivery or other service disruptions that require staff to provide directions and information to MNR customers at GCT or outlying stations. Please note, hours worked during your participation week are subject to change.

#### **SELECTION CRITERIA**

Due to the competitive nature of the selection process, not all qualified candidates who meet the minimum requirements for the position are guaranteed an interview. To be selected for a position, one must meet the following criteria: (1) satisfy the minimum requirements listed in the job posting, (2) if applicable, successfully pass a written and practical exam, (3) satisfy a background investigation (including but not limited to, employment, education, and criminal history), and (4) pass a verbal 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. Failure to pass any step within the hiring process will result in the disqualification of your application.

Additional Criteria for Current Employees: Current Metro-North employees must be in active service to be eligible for consideration. Agreement Employees applying for a position outside of their present craft are required to have worked in your current union for at least one (1) year preceding the Application Deadline to be eligible to apply for a posted position, and have completed the agreed upon formal training commitment, including on-the-job training or lock-in requirement, if applicable (for example: Signal Trainee, Foreman-In-Training, etc.). If you are transferring to another craft, you may be required to forfeit your seniority in your present union. Non-agreement employees must have worked in your current position for a minimum of one (1) year preceding the Application Deadline. Along with a background investigation (including but not limited to, employment, education, and criminal history), employees are also subject to an internal investigation, which includes an evaluation not limited to discipline records and performance assessments.

We offer a competitive salary and a comprehensive benefits package.

#### **To apply Online, Please Visit:**

<http://web.mta.info/mta/employment/> Click on **Metro-North Railroad**, select **"Agree,"** then **Search by Job Title**.

MTA Metro-North Railroad is an Equal Opportunity Employer