



## **METRO Regional Transit Authority**

### **Human Resources Manager (EEC Manager/EEO Officer)**

**Department:** Employee Engagement Center

**Classification:** Exempt

**Safety Sensitive:** No

**Position Summary:** This position is responsible for ensuring that METRO RTA maintains compliance with all laws and regulations around employment discrimination and providing training that supports the EEO components of the job. Manages the EEC Department and supervises the EEC staff members. Collaborates with the Chief Culture Officer to infuse diversity, equity & inclusion (DE&I) principles across all areas of the organization. Provides consultation on change management, leadership and career development to facilitate organizational change and influence organizational culture. Supports employee success by assuring equitable and fair treatment of all employees and applicants.

#### **Reporting Relationships:**

Position Reports to: Chief Administrative Officer

Direct Reports by Title: EEC Benefits Specialist, EEC Employee Relations Specialist, EEC Leave Specialist, EEC Generalist

Indirect Reports by Title:

Number of Reports: Direct 4     Indirect 0

#### **Essential Job Functions:**

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described in this position description. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this position description.*

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#### **Job Responsibilities:**

- Manage the Employee Engagement Center

- Oversee Human Capital Management System
- Perform workforce analysis and establish agency goals along with the Chief Culture Officer
- Completes EEO-4 and other EEO required reports and audits
- Create communication and educational strategies regarding employment compliance issues
- Keep EEC and Management up-to-date with knowledge regarding industry trends, regulations and employment law
- Train all METRO employees on EEO rights, laws, and policies
- Investigate EEO complaints and render decisions
- Manage and provide oversight to the performance review process
- Help develop testing done in conjunction with interviewing to ensure it is job-related
- Back-up for EEC team members
- Concurring on all hires and promotions; Assist on recruiting underrepresented applicants
- Regular attendance is an essential function of this job
- Performs other related duties as assigned

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**Physical Requirements & Working Conditions:** Job requires incumbent to sit, talk and listen. Incumbent must frequently (0 to 1/3 of working time) stand, walk, stoop, kneel, or crouch, reach with hands and arms and lift up to 10 pounds. Work is typically performed indoors in an office environment.

### **Required Skill Sets**

#### **Occupational/Technical Skills/Communications Skills**

- Engaging employees of varying backgrounds and levels with an equity lens
- Interpreting and applying applicable laws, rules, and regulations
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and making recommendations in support of goals
- Mediating conflict
- Establishing collaborative working relationships
- Managing the overall recruiting process, including talent acquisition, onboarding and off boarding
- Coordinating activities with other internal departments and/or external agencies
- Developing, recommending, implementing, and monitoring policies, procedures, and work flow.
- Knowledge of applicable federal, state, and local laws, rules, regulations, codes, and/or statutes
- Superior knowledge of EEO, FMLA, ADA, USERRA, and Title VII
- Supervisory principles
- Human Resources principles and practices
- Advanced concepts, policies, and practices related to organizational and employee development

#### **Administrative Skills**

- Ability to prepare clear and concise reports, correspondence and other written materials
- Ability to speak effectively with individuals and small groups, and to respond to questions
- Ability to prepare analyze, policies, budgets and data
- Ability to organize work, set priorities and meet critical deadlines with a minimum of direction

#### **Interpersonal Skills**

- Ability to define problems, collect data, establish facts and draw valid conclusions so as to resolve problems

- Ability to use tact and discretion
- Knowledge of techniques of effective time management
- Ability to maintain issue confidentiality and negotiate sensitive matters
- Ability to maintain clear and accurate records and reports
- Ability to design reports and records, or redesign current reports and records as conditions warrant

### **Cognitive Skills**

- Ability to perform basic arithmetic, including addition, subtraction, multiplication and division
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures, and government regulations of all levels
- Ability to apply logical thinking to solve practical problems
- Knowledge of report generation
- Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information

### **Experience and/or Educational Requirements:**

Position requires a Bachelor's degree in Human Resources or equivalent knowledge and experience and two years supervisory experience. Knowledge of HRIS systems and public sector and/or transportation experience preferred. Some travel required.

### **Core Values:**

#### **Teamwork:**

- Demonstrating teamwork in and across departments
- Treating everyone with respect
- Recognize that the team is greater; much more than the collection of individual efforts

#### **Safety:**

- Ensuring the safety of everyone
- Believing that every accident can be prevented
- Having a constant eye to safety in all aspects

#### **People Centric:**

- Celebrating diversity/individual differences
- Treating everyone fairly
- Valuing everyone: co-workers, customers, each other, stakeholders

#### **Service Excellence:**

- Providing the best customer service to everyone, both externally and internally
- Routinely exceeding expectations
- Serving our customers and each other

#### **Integrity:**

- Always demonstrating honesty, trust, character and fairness without compromising the truth
- Showing high regard for civility, equity/fairness and human dignity
- Having the courage to do the right thing

#### **Action Ready:**

- Sharing one goal, one mission
- Keeping commitments
- Giving more than is expected, willingly, without hesitation and without direction

