

METROLINK




invites your interest in the position of

Chief People Officer




Recruitment Services Provided by
Ralph Andersen & Associates

OUR MISSION

A man with a beard, wearing a tan jacket over a white t-shirt, stands on a train platform. He is looking towards the right with a slight smile. A train is visible in the background, partially obscured by the platform structure.

To provide safe, efficient, dependable, and on-time transportation service that offers outstanding customer experience and enhances quality of life.

OUR VISION

A man and a woman are standing on a train platform. The woman is on the left, wearing a light blue top and shorts, and the man is on the right, wearing a grey shirt and shorts. They are both looking at each other. A bicycle is in the foreground. In the background, a train is stopped at the platform, and there are palm trees and a beach area.

To be Southern California's preferred transportation system built upon safety, reliability, customer service, leading-edge technology, and seamless connectivity.

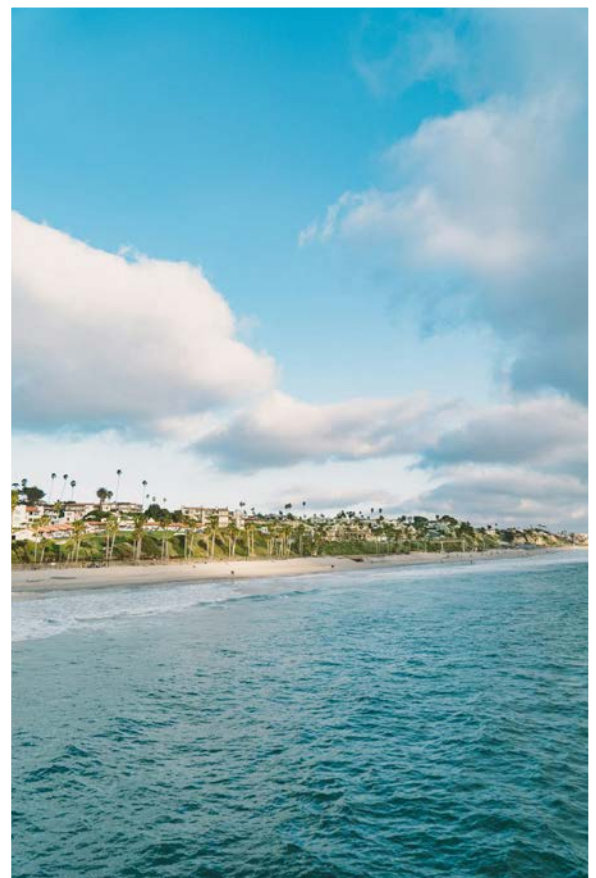
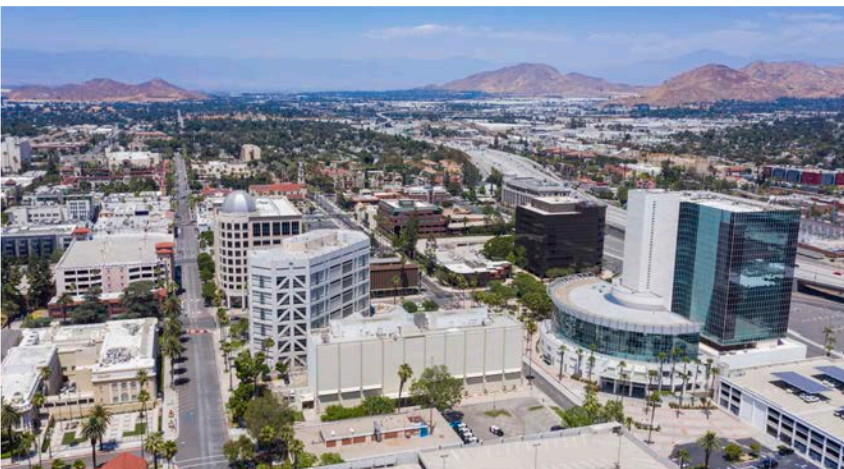


The Opportunity to Lead

Metrolink, Southern California's regional passenger rail service, is recruiting for a dynamic, innovative, and highly experienced human resources professional to manage the day-to-day activities of the organization. This is a rewarding opportunity for an experienced and self-directed human resources professional who exemplifies the highest standards and implements best practices.

Reporting directly to the Chief Executive Officer, the Chief People Officer will be an experienced leader prepared to engage quickly, thoughtfully, and effectively to assess the fluctuating business environment and the necessary strategies to support ongoing direction from the CEO.

The ideal candidate will be approachable, confident in themselves and others, and demonstrate the ability to collaborate while anticipating and resolving issues proactively.



Metrolink Agency Overview

Metrolink, Southern California's regional passenger rail service, is a reliable, safe, and environmentally sustainable transportation option spanning 545.6 service line miles and 67 stations across Los Angeles, Orange, Riverside, San Bernardino, Ventura, and San Diego counties. As an essential component of the region's mobility network, Metrolink connects people, communities, and businesses. The Arrow service, introduced in October 2022, enhances local and regional rail connectivity with nine miles of track and four new stations between San Bernardino and Redlands.

Committed to advancing the well-being of riders, communities, and the planet, Metrolink provides stress-free and affordable alternatives to car travel. With a focus on meeting evolving rider needs, the service offers flexible ticketing options, express schedules, and onboard amenities such as various seating choices, power outlets, quiet cars, and board & bike storage on every train. Operating at capacity, Metrolink's fleet of Tier 4 clean locomotives accommodates 12 million annual boardings, contributing to an 85% reduction in greenhouse emissions and the removal of an estimated 9.3 million vehicles from roadways each year. With 545.6 service line miles of track, Metrolink connects the people and communities of Southern California to the essentials of life: family, work, housing, and leisure.

Metrolink in perspective

- Metrolink is the nation's 3rd largest commuter rail system with **437** unduplicated route miles and **546** total route miles. See Metrolink's [station map](#).
- **184** million passenger miles per year (FY23).
- **59%** of Metrolink riders travel across county lines.
- **48%** of all trips are work-related (2022).
- **73%** of all Metrolink riders own an automotive but choose Metrolink (2022).

Human Resources Department

The Human Resources Department's primary role is to support Metrolink in an efficient and customer-focused manner to accomplish the Department's mission: to recruit and retain a qualified and diverse workforce that meets the needs of the organization; and to train and develop the workforce.

The Human Resources Department facilitates the following functions:

- Talent Acquisition
- Employee and Labor Relations
- Learning and Development
- Performance Management
- Leaves of Absence
- Workers' Compensation
- Equal Employment Opportunity
- Diversity, Equity, Inclusion, and Accessibility (DEIA)
- Administrative Services
- Workplace Safety

The Department has 12 regular full-time employees and an operating budget of almost \$6 million. For additional information click on the links below:

- [Department Organizational Chart](#)

The Position



The Chief People Officer is an at-will position that works under the general direction of the CEO to develop and lead strategies and processes related to building and retaining an exceptional team of employees in alignment with the business strategy in the areas of talent acquisition, diversity and inclusion, staff development, and learning and compensation. In addition, the Chief People officer serves as the Equal Employment Opportunity (EEO) Officer.

Key Functional areas include:

- Provide overall leadership and guidance by overseeing talent acquisition, onboarding, career development, succession planning, retention, training, leadership development, performance management, compensation, and benefits.
- Participate in the development of human resources policies and procedures, ensuring compliance with employment-related laws and regulations.
- Serve as a trusted strategic business partner and advisor to the CEO and the Metrolink Executive Leadership Team regarding key organizational and management issues, while simultaneously serving as a change agent and leader in support of the strategic vision.
- Direct, develop, and implement employer branding strategies to highlight the Authority as an employer of choice.
- Monitor, assess, and address employee and labor relations matters, including employee investigations, labor negotiations, and disciplinary actions.
- Oversee the strategic elements and hands-on implementation of diversity, equity, inclusion, and accessibility programs.
- Create and sustain a culture of employee engagement, fostering employee retention, and maximizing the employee lifecycle.
- Participate in the preparation, administration, and monitoring of the Human Resources and Administrative Services department budgets.
- Serve as Metrolink's designated EEO officer, with overall responsibility for developing, implementing, and overseeing Metrolink's EEO program and reporting EEO matters to the CEO.
- Develop strategic recruiting and retention plans to meet the staffing needs of the agency.

The Ideal Candidate

The top candidate for this position will be a confident, high-energy leader capable of operating with significant independence and initiative, yet open to direction from the CEO. The ideal candidate will have the ability to contribute at the executive level; provide highly collaborative and ethical leadership; inspire and lead staff; and, be recognized by the organization as being strategic, passionate, and committed.

Critically important in this position is an approachable and engaging communication style that welcomes input and interaction with the Agency's Directors as well as stakeholders and employees at all levels of the organization. Working closely with the CEO, this top caliber individual will be confident and experienced at moving various initiatives forward with the ability to strategize and refine as needed to achieve full implementation.

This top caliber candidate will have the ability to build healthy and supportive organization-wide relationships, be flexible, and work in a team-oriented environment.

This successful candidate will also be capable of planning and directing the full range of human resource services including a strong knowledge of labor relations. Additional understanding and expertise gained in a public agency environment dealing with employee relations is also desired.

The ideal candidate will be of the highest integrity and genuinely committed to the development of a strong customer service ethic, responsive to organizational needs and open and honest in all internal and external relationships. The desired candidate will be known for the use of innovative, forward thinking, and creative methods in planning workforce development, and must be capable of managing highly complex issues in the context of an overall management team and be action oriented, as well as passionate about change and innovation.

The successful candidate will be appropriately assertive in presenting their opinions in a tactful and diplomatic manner. This position requires a person capable of operating with significant independence and initiative, yet open to direction from the CEO. Additionally, the top candidate must have a great deal of political savvy and sensitivity. A hands-on approach and willingness to lead by example are required as well as the ability to work well in a fast-paced and demanding environment.

The Qualifications

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered when determining minimum qualifications for the Chief People Officer.

- A Bachelor's degree in human resource management, business administration, public administration, industrial psychology, or related field.
- A minimum of ten (10) years of relevant human resources experience in a customer-focused organization with both represented and non-represented employees.
- A minimum of five (5) years of experience in a senior HR leadership position supervising, directing and leading management level staff.
- A proven ability to successfully develop, implement, and evaluate diversity, equity, inclusion, and accessibility (DEIA) programs and leading management level staff.
- A combination of training, with a minimum of an Associate's degree and/or experience that provides the required knowledge, skills, and abilities may be considered when determining minimum qualifications. Advanced relevant coursework may also substitute for a portion of required experience.
- A Master's degree in public administration or related field is highly desirable.
- This position also requires the possession of a valid California Driver's License.



Compensation and Benefits

The Agency offers an attractive and competitive salary and benefits package. The salary for the Chief People Officer is dependent upon qualifications. The current annual salary range is \$146,526 to \$229,083.

The employee benefits package, as noted below, is subject to change and includes:

Retirement: The Metrolink contracts with the California Public Employees' Retirement System (CalPERS). New Members (as defined by the Public Employees' Pension Reform Act) currently pay an 8 percent employee contribution and SCRRA pays an employer contribution, which varies each year. For Classic Members, Metrolink pays 100 percent of the employee contribution. The retirement formula for New Members is 2%@62 and Classic Members is 2%@60.

Health Insurance: Metrolink offers a choice of health plan options provided through CalPERS. Metrolink contributes 87.50 percent and employees contribute 12.50 percent of the premium for coverage of employees and their eligible dependents. Metrolink pays the full premium for dental and vision coverage of employees and their eligible dependents. A vision buy-up option is also available.

Flexible Spending Account Program: Metrolink maintains IRS Section 125 Plan that includes spending accounts for health care and dependent care.

Alternative Work Schedule: Metrolink offers a 9/80 Alternative Work Schedule.

Telecommuting Hybrid Schedule: Metrolink offers employees the option to telecommute up to two (2) days per week. Employees on a 9/80 schedule are not eligible to telecommute.

Deferred Compensation: A 457 plan is available, which allows tax contribution up to IRS limits.

Retiree Medical: Metrolink offers retiree medical coverage to eligible employees with a minimum of 10 years of credited CalPERS service, five of which must be performed at Metrolink, in accordance with the vesting schedule.

Paid Time Off: Metrolink provides employees with Paid Time Off (PTO) for vacations, illnesses, injuries, medical/dental appointments, religious holidays, personal business, and emergencies, which is the equivalent of 25 days per year up through four years of service. At the CEO's discretion, prior service at a public transportation or public agency, or rail transportation company may be counted towards an employee's total service years to increase the employee's PTO accrual rate.

Holidays: Metrolink observes 12 holidays a year.

Life and Accidental Death and Dismemberment (AD&D) Insurance: Equal to one time annual salary up to a maximum of \$350,000; premium paid by Metrolink.

Long-Term Disability: Provides for income replacement of 60 percent of monthly earnings up to a maximum benefit of \$10,000 per month after an employee is disabled for 90 days; premium paid by Metrolink.

Transportation Pass: Metrolink offers a free Metrolink pass or other transit pass to ride any greater Los Angeles area transit system for commuting purposes. Employees may also purchase a monthly Metrolink pass for their eligible dependents at a fifty percent (50%) discount.

To Apply

This is a confidential recruitment and will be handled accordingly throughout the various stages of the process. Candidates should be aware that references will not be contacted until mutual interest has been established. Candidates are encouraged to apply by **Monday, March 18, 2024**. Electronic submittals are strongly preferred via email to apply@ralphandersen.com, and should include a compelling cover letter, comprehensive resume, and five professional references. Ralph Andersen & Associates will work in concert with Metrolink to conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment profile. Confidential inquiries welcomed to Mr. Fred Wilson, Ralph Andersen & Associates, at (916) 630-4900.

For further information regarding Metrolink visit: metrolinktrains.com.



Metrolink is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

metrolinktrains.com