



# Massachusetts Bay Transportation Authority

Deval L. Patrick  
Governor

Timothy P. Murray  
Lt. Governor

Jeffrey B. Mullan  
MassDOT  
Secretary & CEO

John R. Jenkins  
MassDOT  
Board Chair

Richard A. Davey  
General Manager and  
Rail & Transit Administrator

## NOTICE OF POSITION AVAILABILITY

**Open: 07/22/10**

**Close: 08/12/10**

### **NO. 12934**

**TITLE: SENIOR CIVIL RIGHTS INVESTIGATOR**

**DEPARTMENT: OFFICE OF DIVERSITY & CIVIL RIGHTS**

**AFFILIATION: EXECUTIVE**

**SALARY RANGE: \$56,260.00 (MINIMUM) - \$79,710.00 (MAXIMUM) PER ANNUM**

**DUTIES & RESPONSIBILITIES INCLUDE:** The Senior Civil Rights Investigator will perform the functions of a Civil Rights Investigator and assume responsibility of overseeing the complaint process and case management under the direction of the Assistant Director of Affirmative Action Compliance and EEO Programs. The Senior Civil Rights Investigator will be responsible for: managing of complaint investigations alleging discrimination, harassment and retaliation; conducting factual investigations; attempting to resolve informal complaints and preparing written findings and recommendations to resolve formal complaints; overseeing and completing complaint intakes, including compiling and reviewing data, interviewing parties and witnesses, preparing reports, findings, recommendations and correspondence relating to civil rights and diversity programs; perform timely and thorough investigations of civil rights complaints; and assist in the developing, implementing and updating of the Procedures Manual for the Complaint Resolution Unit. The selected candidate will: facilitate and document follow up activities including follow through with Labor Relations and Human Resources to ensure that appropriate discipline, training, counseling and resolution of disputes is completed; assist in the development and delivery of training; and identify through statistical and anecdotal evidence and findings, patterns of civil rights violations and notify departments. Further, The Senior Civil Rights Investigator will: recommend discipline, training and/or other remedial action where appropriate and maintain strict confidentiality regarding the sensitive nature of investigation; assist in coaching and training Civil Rights Investigators, reviewing the work product of other Civil Rights Investigators, maintain and update the ODCR's Investigation Procedures Manual, develop intervention strategies to address patterns of discrimination or harassment identified through individual complaint investigation; respond to each inquiry, whether from a customer, vendor or co-worker in a courteous and professional manner consistent with the Authority's "Driven by Customer Service" quality standard; uphold the rights and interests of the Authority while building and maintaining an effective relationship with employees; assist in the management of a workforce by ensuring the fair and consistent application and strict adherence to the rules, regulations, collective bargaining agreements (if applicable) and policies of the Authority including the EEO, Anti-Discrimination and Anti-Harassment and Anti-Retaliation policies; and perform related duties and projects as assigned.

**MINIMUM REQUIREMENTS INCLUDE:** A Juris Doctorate degree; five (5) years of experience in investigation litigation, and resolution of civil rights complaints, discrimination investigations; a working knowledge of Massachusetts and federal civil rights; statutes, regulations and policies and familiarity with labor relations investigation procedures and employment law; related experience in a supervisory capacity; working knowledge of PeopleSoft, Access, Word, Excel or PowerPoint applications; effective organizational, multi-tasking, time management and quantitative skills; and the ability to pass: background screenings; the MBTA's medical requirements, including a physical examination and drug and alcohol screening. **Further, the candidate must:** have excellent customer service, writing, speaking, and comprehension skills; have excellent analytical and interpersonal skills necessary to manage sensitive and confidential issues; have a satisfactory work record for the two (2) years immediately prior to the closing date of this posting, including overall employment, job performance, discipline and safety records (infractions and/or offenses occurring after the closing of the posting and before the filling of a vacancy may preclude a candidate from consideration for selection); and have the ability to supervise and work effectively with a diverse workforce.

All interested applicants should forward their resume and application to the Human Resources Directorate, Attention: V. Tucker, 10 Park Plaza, Room 4810, Boston, MA 02116, or fax to (617) 222-4767 or (617) 222-4219, no later than **4:30 p.m., Thursday, August 12, 2010. Applicants are asked to submit documentation verifying the possession of the above education requirement with their resume and/or application.** The Authority is advertising the above vacancy notice as a matter of policy without waiving any rights under the law or establishing a precedent. Further, the Authority reaffirms its right to select candidates from any source.

