



Santa Clara Valley Transportation Authority  
**Human Resources Analyst - Investigations**

<b>SALARY</b>	\$103,735.85 - \$136,931.21 Annually	<b>LOCATION</b>	CA 95134-1927, CA
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	HRA_19738_MF
<b>DEPARTMENT</b>	Office of General Manager	<b>DIVISION</b>	Employee Relations & Civil Rights
<b>OPENING DATE</b>	07/17/2023	<b>CLOSING DATE</b>	7/31/2023 4:00 PM Pacific

## Job Description

### About VTA

The Santa Clara Valley Transportation Authority employs more than 2,000 people dedicated to providing solutions that move Silicon Valley. Unique among transportation organizations in the San Francisco Bay Area, VTA is Santa Clara County's authority for transit development and operations (light rail and bus), congestion management, transportation-related funding, highway design and construction, real estate and transit-oriented development, and bicycle and pedestrian planning. With local, state, and federal partners, VTA works to innovate the way Silicon Valley moves and provide mobility solutions for all.

Santa Clara Valley Transportation Authority (VTA) is an independent special district that provides sustainable, accessible, community-focused, innovative, and environmentally responsible transportation options promoting the region's vitality. VTA provides bus, light rail, and paratransit services and participates as a funding partner in regional rail services, including Caltrain, Capital Corridor, and the Altamont Corridor Express.

To learn more, go to: [vta.org](http://vta.org)

### About the DEI Division:

"Diversity, equity, and inclusion (DEI) is a priority at VTA. We embrace each of you as an individual, are committed to every individual's diversity being valued and accepted, we support employees being given equitable opportunities to thrive in their careers, and we embrace the inclusion of all backgrounds, cultures, and identities.

The standards of diversity, equity, and inclusion give us a powerful ability to move our work forward, while ensuring our employees have all that they need to feel supported and acknowledged, so they can thrive as part of the VTA family. Those standards also apply to how we engage and support our broader community, and how we treat our passengers, who may rely on our services, in many cases, as a lifeline. At VTA, we want to ensure opportunity and access for all."

VTA is an equal employment opportunity employer. VTA does not and will not tolerate discrimination against applicants or employees on the basis of age, ancestry, color, marital status, mental or physical disability, genetic information, national origin, immigration status, political affiliation, race, religion, creed, sex, gender identity, gender expression, sexual orientation, pregnancy, medical condition, disabled veteran or veteran status, etc.

### The Position:

VTA is seeking applicants to serve as an Human Resources Analyst/Associate Human Resources Analyst, with a focus on conducting and participating in internal investigations.

This non-represented position is responsible for investigating complex, sensitive, and multi-faceted workplace investigations involving Equal Employment Opportunity (EEO) laws, civil rights complaints, and agency policy violations, such as discrimination and harassment in the workplace and retaliation.

This position is eligible for a hybrid telework schedule, typically working 40 percent remotely and 60 percent onsite.

Classification Bargaining Unit: Non-Represented

### **Why Join VTA's Office of Policy and Compliance?**

This is the best time to join our growing team! The Office of Civil Rights, under the purview of the Office of Policy & Compliance, is currently expanding its team to support the civil rights and DEI goals of VTA serving our employees and the public. Your passion and focused efforts will be a valued contribution to our success and continued progress. We are an ever-evolving organization, committed to developing and growing our talent!

### **We are looking for someone who is:**

- **Excited to help strengthen diversity, equity, inclusion, and respect in the workplace.** Your relevant experience, talents, and enthusiasm make you a good fit to participate in workplace investigations to ensure that at VTA we address harassment, discrimination, and retaliation to foster a respectful workplace where all can thrive.
- **An excellent communicator.** Your proficiency in interacting with a diverse group of people at all levels, both verbally and in writing will be valuable for this role. Your empathy, compassion and your good listening skills will be critical for this confidential position when hearing people's concerns – while maintaining the utmost objectivity and discretion.
- **A critical thinker.** Your talent to ask the right questions and gather pertinent information to help objectively analyze, synthesize, and evaluate information to come to a reasoned conclusion regarding complex issues will be essential as part of the investigation team.
- **An excellent writer.** You have the ability to organize your thoughts, ideas, and conclusions to not only produce a coherent, detailed, persuasive investigation report, but to prepare periodic reports and articulate in writing the meaning and/or impact of numerical data and trends.
- **Able to juggle multiple tasks and/or projects.** Your skill at successfully managing a multitude of assignments can be leveraged when conducting investigations, and simultaneously pitching in on collaborative team projects when needed, sometimes under strict deadlines. Despite a sometimes-heavy workload, your ability to remain calm and professional will be important.

### **What will you typically be responsible for?**

Your key role will be to assist in conducting prompt, thorough, and fair investigations regarding harassment, discrimination, and retaliation in the workplace, by:

- Communicating with Complainants, Witnesses and Respondents.
- Planning and scheduling investigative interviews.
- Gathering facts and information pertinent to investigative cases.
- Conducting research on various civil rights-related issues raised during the course of investigations.
- Participating in interviews, sometimes outside of normal work hours.
- Helping analyze facts and information and determining whether policies have been violated.
- Drafting investigative reports for cases, with clear and persuasive analyses.
- Documenting and archiving all activities and information related to cases.

### **A few challenges you might face in this job:**

- You will need to be able to prioritize your work based on competing priorities and deadlines, while working with a high level of attention to detail.
- Your interactions will include a variety of personalities and interest groups that have expectations and desires that don't always align with the goals and objectives of your work.

- You will work on investigations that are highly confidential and sensitive in nature, which may involve people you consider friends or acquaintances.

### **A few reasons you might love this job!**

- You will play an integral role in fostering a successful, fair, and thriving workplace at VTA.
- You will gain expertise in addressing civil rights issues and advancing DEI in the workplace.
- You will be working with a respectful, friendly team of Supervisors and staff, who support each other, are eager to collaborate and listen to your ideas, and will support your career goals.
- You will continually be provided with problem solving opportunities to keep your work challenging, impactful, and engaging.

### **Our Community**

Santa Clara County, sometimes referred to as “Silicon Valley”, is unique for its innovation, natural attractions, and social diversity. With numerous amenities and perfect weather, it has long been considered one of the best places in the United States to live and work. calendar of festivals and celebrations supports the community spirit. Nearby open space provides easy access to mountain parks, trails, lakes, streams, and beautiful coastal beaches. San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media, including Business Week and Money magazines.

The county’s population of 1.9 million is the largest in Northern California and is rich in ethnic culture and diversity. Enjoy access and the option to explore our closely neighboring counties of San Francisco and Alameda.

### **Essential Job Functions**

#### **Competencies required for this job...**

- **Knowledge:**
  - Familiarity with The Civil Rights Act of 1964, and in particular, Title VII of the Act.
  - Familiarity with Equal Employment Opportunity (EEO) and Americans with Disabilities (ADA) legislation.
- **Skills:**
  - Attention to details at a high level
  - Problem solver
  - Critical thinker
  - Excellent communicator, written and verbal
  - **Results-oriented**
  - Self-starter/self-motivated
  - Creative
  - Dependable
  - Customer service-oriented
  - Good work ethic
  - Responsible
- **Ability to:**
  - Exercise good judgment and decision making
  - Use initiative and judgment within established guidelines
  - Meet deadlines
- **Behavior:**
  - Excellent team player and collaborator
  - Demonstrates empathy and compassion

- Calm under pressure and in difficult situations
- Shows integrity
- Acts professionally in all situations

## Minimum Qualifications

### Employment Standards

#### Desirable Qualifications:

- Four-year college degree from an accredited college or university or two years' experience in an investigative/fact-finding role.
- Experience conducting confidential interviews.
- Experience creating complex reports and presentations.

Sufficient education and experience to demonstrate possession of the required knowledge, skills and abilities.

Development of the required skills, knowledge, and abilities is typically obtained through a combination of training and experience equivalent to graduation from an accredited college or university with a four-year degree.

Interested applicants may only meet some of the requirements. We encourage applications from any person who believes they can thrive and grow within VTA.

While we're welcoming to a variety of different candidates, this position could be an excellent role for a number of different profiles, including those who:

- Want to be team players with strong interpersonal skills, working within the community and VTA to help elevate and integrate equitable transit initiatives throughout our work
- Are passionate, adaptable, and innovative team players who want to learn and contribute to the development of a visionary transit network through an equity lens
- Are interested in collaborative and impactful, transformative change; working with supportive diverse teams to help grow our service and lead our region.

## Supplemental Information

### What's in it for You?

**Work/Life Balance:** 40-hour work weeks, and a flexible/hybrid remote schedule.

**Health:** VTA participates in a CalPERS-sponsored medical plan with VTA contribution to employee and dependent premium health insurance premiums. Employees pay a monthly contribution of any amount in excess of the Kaiser Bay Area Family rate.

**Flex Spending Account:** \$300 employer-funded Health FSA for eligible employees

**Vision:** VSP full premium for employees and eligible dependents

**Dental:** Delta Dental full premium for employees and eligible dependents

**Mental Health Days:** 3 days: May 1, 2023 - June 30, 2024

**Leave:** 17 days of vacation (accrued), 80 Hours of sick time (accrued), 12 paid holidays per year, and 1 floating holiday per year.

### Retirement:

- Participation in CalPERS

- Classic Members: 2%@55
- PEPRAs Members: 2%@62

- 457 Deferred Compensation Plan (voluntary)

- 457 pre-tax
  - 457 Roth
  - Self-directed brokerage account option for qualifying employees
- Retiree medical coverage for eligible employees with VTA contributions to the retiree's medical premium

**Additional perks:**

- All active full-time employees and their eligible dependents are eligible for transit passes for use over VTA lines, including VTA Paratransit services.
- Employee Assistance Program (EAP) is available to each employee, eligible dependent, and household member, 24 hours a day, seven days a week.
- Tuition Reimbursement
- Professional Development Fund
- Wellness Programs

As we continue to implement our [VTA Forward Plan](#), we aim to strengthen and increase our workforce to take on future opportunities and challenges by elevating our people and our services.

For more information about our VTA Forward Plan, visit: <https://www.vta.org/VTAForward>

**General Instructions**

Please read this entire job announcement before applying for the position. Print and keep a copy of this announcement so that you can refer to it. Questions not answered within this job announcement may be sent to [personnel@vta.org](mailto:personnel@vta.org).

To ensure consideration, completed applications must be submitted online to the Human Resources department by the stated closing time and date posted. When the stated closing date is "continuous," apply immediately; the position may close without notice.

You will receive an immediate email confirming receipt of your submitted application. If you do not receive this email, contact NEOGOV's Applicant Assistance Line at (855) 524-5627 between 8:00AM to 5:00PM (PST) Monday through Friday, excluding holidays.

Only on-line applications will be accepted for this recruitment (paper applications or resumes will not be accepted). Job Interest Notification Cards, or copies of previous, partial, or un-submitted applications, are not an acceptable substitute to a completed application.

**ALL APPLICATION AND TESTING NOTIFICATIONS WILL BE SENT BY E-MAIL.** Applicants should select e-mail as the preferred method of notification. Candidates must maintain an up-to-date, valid and reliable e-mail address. Candidates are also responsible for maintaining up-to-date phone numbers and addresses on their on-line account. Due to the number of applications received, candidates must check their application status through their on-line account. Contact NeoGov for assistance if needed.

Information on how to apply for jobs at the VTA is available on the VTA Employment website and from the NEOGOV's Applicant Assistance Line (855) 524-5627. NeoGov Applicant support is available from 8:00AM to 5:00PM (PST) Monday through Friday, excluding holidays.

**Americans with Disabilities Act Accommodations**

The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities. If you wish to request an accommodation, please click [here \(Download PDF reader\)](#).

## Application Processing Information

All related current and past work experience (including VTA experience) must be listed and fully described in the Work Experience section of the application ("See Resume" is not acceptable). Incomplete or improperly completed online applications may be rejected even if you are qualified for the position for which you are applying. It is your responsibility to ensure that the online application reflects the work experience and education needed to meet the requirements for the position you are applying for. Although your resume may have all your experience and education details, please make sure to complete each section of the online application to ensure that your information is accurately captured during our screening process.

Important: Proof of Education, either as a copy of a diploma or transcript, is required to verify all educational units listed on your application. Official transcripts are not necessary. Copies of diplomas, degrees, transcripts, or foreign transcript evaluations must be attached to the submitted application as a pdf.

Note: Failure to provide all of the required documents in the appropriate format (pdf ONLY), and properly labeled as shown in the example (for example: Smith\_J BS Diploma), will result in the application being rejected as incomplete. No exceptions will be made.

Note: Applicants holding degrees or credentials from outside the United States who are using these qualifications exclusively to qualify for a position are required to provide a foreign transcript evaluation as a pdf and properly labeled as shown above. Failure to provide a foreign transcript evaluation will result in the application being rejected as incomplete. No exceptions will be made.

All applications are subject to review as to meeting minimum qualifications at any point in the recruitment process. Passing any step is no guarantee of continuation if it is determined that the applicant does not meet the minimum qualifications as stated in the class specification.

Candidates found to have exaggerated/falsified their qualifications, experience, training, and/or education may be disqualified at any point in the recruitment process and may be denied future employment with the VTA.

If selected for the position, candidates will be required to complete a criminal conviction disclosure form. Candidates who successfully become VTA employees, and fail to disclose any of the criminal background information as required may be subject to discipline up to and including discharge.

Eligible Lists typically remain in effect for six (6) months. However, Human Resources may abolish Eligible Lists at any time during the six (6) month period. Human Resources may extend eligible Lists for up to two (2) years. Eligible Lists may be used for more than one recruitment. If you have questions related to an Eligible List you might be on or were on, you should contact Human Resources.

If you have questions regarding your status as an applicant for this position, please call the Human Resources Department at (408) 321-5575 or email at [Personnel@vta.org](mailto:Personnel@vta.org).

VTA is an equal employment opportunity employer. VTA does not and will not tolerate discrimination against applicants or employees on the basis of age, ancestry, color, marital status, mental or physical disability, genetic information, national origin, immigration status, political affiliation, race, religion, creed, sex, gender identity, gender expression, sexual orientation, pregnancy, medical condition, disabled veteran or veteran status, etc.

**Agency**

Santa Clara Valley Transportation Authority

**Address**

3331 North First Street, Bldg. B-1

San Jose, California, 95134-1927

**Phone**

(408)321-5575

**Website**

<http://www.vta.org>

**Human Resources Analyst - Investigations Supplemental Questionnaire**

**\*QUESTION 1**

Describe your knowledge and experience with discrimination laws and policies.

**\*QUESTION 2**

Describe your involvement in workplace investigations, and what you consider to be the most important elements of a successful investigation.

**\*QUESTION 3**

Describe your experience with drafting and issuing reports and memos regarding research, investigations, or other issues/findings.

**\*QUESTION 4**

Describe your experience in dealing with people who have difficult personalities and how you handle those situations.

\* Required Question