



Manager Career Resource Center (6217)

**Category:** Manager/Supervisor/Administrator

**Facility:** SEPTA Headquarters

**City:** Philadelphia

**Req ID:** 7000

**Secure your FUTURE with SEPTA today!**

The Southeastern Pennsylvania Transportation Authority (SEPTA) is the sixth largest transportation system in the United States, with a vast network of fixed route services including bus, subway/elevated, trackless trolley, light rail, and commuter rail serving a 2,200 square mile service region. **SEPTA has become an integral force in the economic success of the Philadelphia region, providing an efficient and reliable source of transportation.**

We are seeking candidates for the position of Manager Career Resource Center (6217) in the HR/Business Services.

Opening Date: 01/31/2025

Closing Date: 02/07/2025

Job Grade: SAM 41

Salary Range: Min: \$89,908.00 - Mid: \$112,398.00

**\*\*Limited telework may be permitted for this position in accordance with SEPTA Policy.\*\***

## OVERALL DESCRIPTION

Directs and oversees all SEPTA's testing functions and the operation of the Career Resource Center, including: managing SEPTA's test development, administration and implementation processes, regular review and update of tests and study guides, testing procedures and security, supervising and directing candidate support efforts including interviewing and employee onboarding.

## SPECIFIC RESPONSIBILITIES

1. Develops and directs the Authority's talent assessment strategy and process. Ensures that testing procedures are established and followed in accordance with EEO requirements and Federal Guidelines on Employee Selection Procedures, relevant collective bargaining agreements and Authority policy and procedures.
2. Ensures that Authority tests and testing procedures are kept secure and up to date.
3. Oversees and directs the activities of the Testing Center staff regarding Authority policies and rules, planning strategies, scheduling assessments, scoring assessments, and interpreting results.
4. Manages all aspects of SEPTA's testing facility, including space dedicated to secure testing, interviewing, and other human resource related functions, as well as testing equipment, technology and relevant IT systems, including PATH, Question Mark and Share Point.
5. Analyzes assessment data to identify patterns, trends and insights. Uses data to measure the effectiveness of talent programs and initiatives.
6. Plans, develops and conducts test development validation projects, including work with outside vendors, internal stakeholders, subject matter experts and other relevant parties to ensure accurate and valid tests and testing procedures. Maintains documentation and data to support same.
7. Directs and conducts job analysis studies with subject matter experts to identify the knowledge, skills and abilities required to effectively and adequately perform a job.

8. Manages the Authority's contract and relationship with vendors relevant to the testing process.
9. Prepares, maintains and analyzes reports relating to testing activity, adverse impact, testing history, candidate pass and fail rates, in order to analyze test components and operations.
10. Reviews and revises, when necessary, all tests used and proposed for use by the Authority.
11. Plans, develops, implements and monitors testing related functions such as candidate pool systems, scheduling systems, automated scoring systems and test results tracking.
12. Provides technical expertise to departments requesting assistance with developing tests.
13. Oversees, plans and maintains the Career Coaching and Career Path programs
14. Oversees the maintenance of all testing files and records, using digital resources whenever applicable and in partnership with IT.
15. Oversees the maintenance of the test library, routinely reviewing and updating security procedures and protocols to ensure the confidentiality of the test library.
16. Builds and maintains strategic relationships with SEPTA leaders, HR leadership, external partners and other stakeholders in anticipating organizational hiring needs.
17. Serves as a strategic and tactical leader for testing and recruiting activities, partnering with staff Authority-wide, including HR, Operations, Vehicle Engineering, EM&C and all support organizations within SEPTA.
18. Trains new staff members when necessary.
19. Investigates and responds to claims of bias, unfairness or cheating as they relate to a test or test procedures. Work with EEO, the IG or other departments as appropriate. Provide expert testimony when necessary.
20. Remains current with industry trends, emerging technologies and best practices. Provides recommendations on the potential application of new technologies and process within the Authority.
21. Performs other duties as assigned.

## QUALIFICATIONS AND EXPERIENCE

- Bachelor's Degree in Human Resources, Industrial and Organizational Psychology, Business, Operations Planning, Education or related field with at least five (5) years of relevant HR or other experience including testing or other relevant operational experience required.
- 2+ years relevant talent assessment and data analytics experience in Human Resources required.
- Working knowledge and experience with testing and recruiting software, scheduling software, database applications and technology related to testing, training and recruiting, such as SuccessFactors, Workday, PATH, QuestionMark and Share Point and related technologies required.
- Experience working in a customer service team-oriented environment required.
- The ability to take initiative and work independently required.
- Advanced proficiency in MS Word, MS Excel, Outlook and PowerPoint required.
- Knowledge of employment/testing laws including those pertaining to test validation, EEO, AA and ADA required.
- Excellent communication, consultative, interpersonal and written communication skills required. Ability to establish rapport and work with others at every level of the organization required.
- SHRM- CP or SCP , HRCI, PHR, SPHR preferred but not required

## **BENEFITS**

### **SEPTA offers a comprehensive benefits and retirement program:**

- Medical – ***Minimal annual premium contribution***

### **Benefit plans with *No Employee annual premium contribution*:**

- Prescription
- Dental
- Vision

**Additional benefits we offer:**

- Defined Benefit Pension Plan
- Voluntary Governmental 457B Deferred Comp Plan, with available Financial Advice and Planning Services
- Life Insurance
- Paid Parental Leave
- Tuition Reimbursement
- SEPTA Transportation Pass – **FREE travel on all SEPTA modes of transportation**
- SEPTA employees qualify for the **Public Service Loan Forgiveness (PSLF)** program
- **Generous Vacation Allowance**
- **Dependent Care Flexible Spending Account**

Apply at: [Manager Career Resource Center \(6217\) Job Details | Septa](#)

SEPTA is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.