



COMMUTER RAIL

CHIEF HUMAN RESOURCES OFFICER

An aerial photograph of two Metra commuter rail trains stopped at a station. The trains are white with blue and red accents. The word "Metra" is visible on the side of both trains. The tracks are surrounded by a concrete platform.

MGT

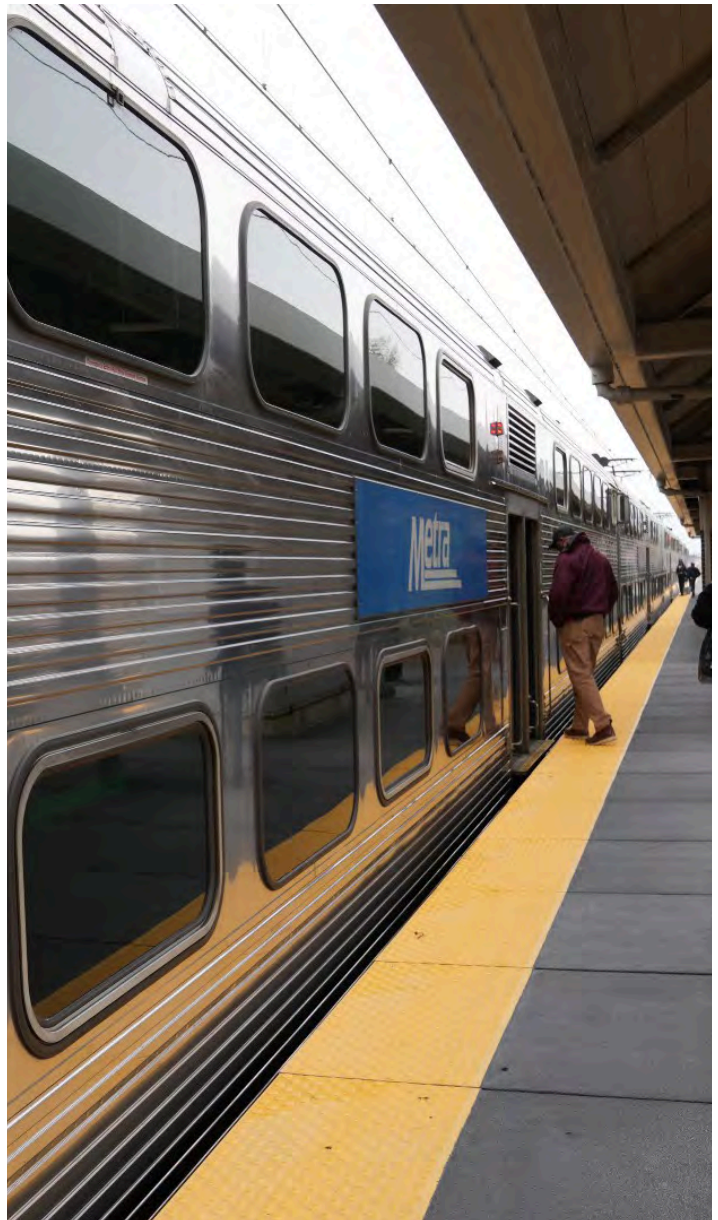
METRA COMMUTER RAIL CHIEF HUMAN RESOURCES OFFICER

Metra Commuter Rail System is a nationally recognized system serving the City of Chicago and the surrounding suburbs located in Cook, Lake, Kane, DuPage, McHenry and Will Counties. The system operates 242 stations on 11 rail lines and is the fourth busiest commuter rail system in the United States. Chicago has always been the railroad center of the nation. In 1974, voters in the six county Chicago area created the Regional Transportation Authority. The RTA's mission was to coordinate and assist public transportation and to serve as a conduit for state and federal subsidies needed to keep the system operational. The RTA was reorganized by the State of Illinois in 1983 and a commuter rail division was created to oversee commuter rail operations. [Metra History](#)

THE POSITION IN BRIEF

The **Chief Human Resources Officer (CHRO)** is a key member of the executive team and is responsible for leading a comprehensive range of human resources services for a workforce of more than 3,400 employees. The CHRO reports to the Deputy Executive Director for Administration and oversees a budget of \$11.5 million. The department has 54 human resources professionals who assist in administering the department's programs including but not limited to talent acquisition and retention efforts, compensation and benefits administration, workforce/succession planning, employee development and equality and inclusion initiatives. Direct reports to the CHRO include: Executive Administrative Assistant; Senior Director for Organizational Development, Culture, and Special Projects; Director for EEO and Compliance; Director of Workplace Culture & Engagement; Director for HR Operations; Director for Compensation, Benefits, and HRIS; and Director for Talent Acquisition and Business Support.

Labor relations and collective bargaining are led by a separate department of Labor Relations. Of Metra's more than 3,400 employees, approximately 2,600 are represented by 14 unions that negotiate with Metra for 18 collective bargaining agreements.



HUMAN RESOURCES DEPARTMENT – EXPECTATIONS AND PROJECTS

The Metra Chief Human Resources Officer (CHRO) is expected to be a strategic thinker, able to move multiple projects forward in an inclusive manner, effectively utilizing the skills of the HR Department team as well as collaborating with other staff members across the organization.

- The new CHRO will be a **data-driven decision maker** as the Metra organization is dedicated to the use of Key Performance Indicators (KPIs) and other metrics to analyze processes and implement change where appropriate.
- Metra has an **aging workforce** with **21% of its employees eligible to retire as of 2025**. The next CHRO can expect to work with departments across Metra to succession plan, capturing institutional knowledge and ensuring smooth transitions in the workforce.
- The new CHRO will have **leadership responsibilities that require compliance** with all Metra policies as they relate to the Code of Ethics; conflicts of interest, gratuities, revolving door prohibition, confidentiality of information and compliance with federal and state ethics laws.
- The next CHRO will **foster a culture of transparency and act to ensure honesty and integrity in job functions** among all employees under their purview.
- The Metra CHRO must demonstrate **strong business ethics that serve as the basis for all relationships** with employees, customers, partners, competitors, suppliers, and contractual entities.



THE ORGANIZATION

Metra is governed by an 11-member Board of Directors appointed by the counties that comprise the Metra service area and the City of Chicago. The Metra Board of Directors appoints the CEO/Executive Director who is responsible for the appointment of the remaining senior leadership team. The CEO/Executive Director was appointed in 2017 after serving in the organization since 1997.





CANDIDATE MUST HAVES

- A bachelor's degree or in lieu of a degree, any combination of education and experience that equals four years of human resources experience may be substituted for the required degree. A master's degree and SPHR or SHRM-SCP credentials are highly valued.
- At least ten years' experience in human resources management including seven years' supervisory experience is expected.
- Experience in a key leadership role working directly with executive or senior leadership staff is required.
- Thorough knowledge of best practices in human resources leadership and management with a record of continuous learning in the human resources field.
- A commitment to ethical conduct in all interactions, ensuring that the Human Resources Department is respected and has a reputation for adhering to all Metra policies as well as compliance with federal and state laws.
- Experience in strategic planning, project management and complex problem solving with the ability to work effectively with a wide variety of teams across the organization.
- Be a skilled communicator with the ability work with employees at all levels of the organization and presenting an approachable, professional demeanor in all interactions.

THE IDEAL CANDIDATE WILL BE

- A motivating, influential, empathetic and transformational leader who can build cross-organizational relationships.
- Skilled in human resources processes, technology and emerging issues with a motivation for continuous improvement and ongoing professional development.
- A skilled manager who can relate to the team and assess and elevate their talents.
- Excellent at communicating effectively both orally and in writing, with the ability to explain department policies, procedures and programs to policy makers and staff in non-technical language.
- Interpersonally skilled to build collaborative, effective relationships within and among HR staff, and across departments.
- Driven by a service orientation, with an understanding of the importance of public agencies conducting their processes in a transparent and fair manner.
- A Senior level HR professional with experience in a public transit system or larger public sector employer.



METRA'S MISSION:

Metra provides safe, reliable, efficient, and affordable commuter rail service that enhances the economic and environmental health of Northeast Illinois.

METRA'S VISION:

To proactively address evolving transportation needs, Metra will provide regional rail service that supports sustainable connected communities.

STRATEGIC GOALS

- Enhance service to grow ridership and provide mobility choices
- Ensure the Metra experience is safe, easy, and enjoyable for all customers
- Attract a diverse workforce and invest in our employees
- Innovate to become more efficient and effective
- Be a socially responsible organization committed to equity and sustainability



COMPENSATION, BENEFITS AND THE ORGANIZATION'S CULTURE

The starting salary range is \$202,741 - \$225,268, with an anticipated starting salary of \$219,774 DOQ. Metra offers an excellent benefits package including pensions, 401k/457k deferred compensation options, and lower than typical employee health insurance premium co-payments. Metra has a well-funded pension through the RTA that does not require employee contribution and a contributory pension plan through the Railroad Retirement Board; both vest after five years of employment. Limited relocation expenses are available. Residency in the City of Chicago is not required.

HOW TO APPLY

The recruitment for this position is being coordinated by MGT (formerly GovHR USA). The position is open until filled with a first reading of applications on July 14, 2025. Interested individuals should submit their resume, cover letter and contact information for five work-related references to www.GovHRjobs.com. Questions may be directed in confidence to MGT Recruiters: Maureen Barry, 847-380-3240, x116; Ann Everhart, 815-451-4559.

Metra is an Equal Opportunity Employer.

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