



IDENTIFICATION

Department	Position Title	
Finance	Labour Relations Coordinator	
Position Number	Community	Division/Region
15-01407	Yellowknife	Labour Relations

PURPOSE OF THE POSITION

The Labour Relations Coordinator fosters harmonious employer/employee and union relations by coordinating and supporting effective management of grievances, arbitration files, Human Rights complaints, requests for outside activities and requests for exclusion from the bargaining unit. As well this position is responsible for coordinating and supporting labour relations processes for advice and adjudication in accordance with applicable policies, guidelines, employment contracts and legislation. This position also provides administrative and operational support to Labour Relations that assists in the delivery of timely, reliable advice, and recommendations in the area of employment contract administration, revision and negotiation.

SCOPE

The incumbent reports to the Manager of Negotiations and Compensation and is responsible for coordinating and supporting labour relations activities and processes. The timely coordination of Labour Relations files and processes as well as communication with the Unions impact directly on employee morale, the credibility of the organization and the relationship between the GNWT and the unions. The incumbent manages a variety of activities designed to enhance the provision of education, learning and development services to senior managers, managers, and employees.

RESPONSIBILITIES

- 1. Supports labour relations by coordinating, reviewing, processing and maintaining labour relations requests.**



- Coordinates senior management level meetings between the GNWT and the Unions, while acting as the Labour Relations' liaison, establishing meeting schedules, preparing agendas, tracking action items, and coordinating the implementation of action items.
- Coordinates grievance, arbitrations, human rights, and civil action case processes.
- Prepares briefings to Finance senior management in preparation for and in the follow-up of meetings with the Union.
- Ensures all communications on grievances, arbitrations, human rights and civil action cases are tracked; processes are logged; files are opened/ closed appropriately.
- Assembles and carries out an initial review of all related documents; the outcome is logged for statistical reporting to Manager, Senior Management, Deputy Ministers and Minister.
- Responsible for coordination of all bargaining unit exclusion requests and tracking assessment outcomes to monitor trends and promote consistency and prepares responses to Union questions in this regard.
- Responsible for coordination of changes in employment from continuous or non-continuous requests from Departments. Tracks assessment outcomes to monitor trends and promote consistency.
- Responsible for writing, maintaining, and coordinating information distribution of all "Interpretations and Advice" issued by Labour Relations, addressing all areas of Contract interpretation and the Code of Conduct.
- Responsible for coordination and drafting responses to political activity requests received from Departments.
- Responsible for coordination of labour relations monthly reports to senior management and the unions.
- Reviews, coordinates and drafts employee requests for outside employment or volunteer activities in accordance with the Code of Conduct.

2. The Labour Relations Coordinator assists with collective bargaining preparations.

- Under the guidance of LR management, coordinates focus groups with various client groups led by the Senior Labour Market Advisor or other LR representatives to identify collective agreement issues.
- Provides administrative support for Essential Services Agreements and Job Action Contingency planning activities.
- Coordinates collective bargaining research activities and provides administrative support to the collective bargaining teams.

3. Works with Finance Managers, Directors and Policy Officers, and department representatives in the development of Labour Relations and employee relations policies.



- Writes briefing notes, reports, information items, decision papers and procedural guidelines to explain, recommend and/or implement actions, pertaining to changes in employment contracts and compensation policies.
- Reviews and makes recommendations, and coordinates where necessary general review and recommendations, on revisions to the Human Resources manual, and other management tools such as updates for the Manager's Toolkit.
- Records feedback and issues flagged on the Code of Conduct and makes recommendations on revisions to LR Management.
- Records feedback and issues related to the Public Service Act and makes recommendations for changes to LR Management.

4. Contributes to the development and implementation of labour relations training for managers and human resource practitioners.

- Gathers and coordinates training requests/needs from departments/agencies and human resource practitioners in the area of labour relations.
- Reviews/monitors grievances and other labour relations activities to determine what subject matters should be covered in training.
- Research issues related to training and prepare draft training materials.
- Prepares a comprehensive training schedule for all regions and liaises with the Training Coordinator to add LR training sessions to the GNWT Training Calendar.
- Works with the Manager of Advice & Adjudication, and the Director of Labour relations to develop an appropriate labour relations training schedule/plan for staff of the service centers.
- Assists in travel arrangements for Labour Relations to the Regions.
- Ensure all participants have training materials and meeting links.
- Organizes and produces all training materials

5. General Administrative Activities.

- Composes routine correspondence for the signature of the Managers, Director, and Deputy Minister.
- Proofs, revises, formats, prints, and distributes briefing notes, responses to ministerial questions, letters, reports, surveys, questionnaires, publications, and presentations as required.
- Answers Division telephones, take messages and directs calls.
- Archives and retrieves files including entry of files into the computerized Records Management System and creation of online file lists.
- Works with other coordinators to ensure office administrative needs are covered.
- Ensures supply room is maintained and organized.
- Distributes mail for the Division.



- Identifies, recommends and participates in the implementation of changes to streamline office procedures.
- Assists in maintaining manuals and records.
- Co-ordinates, monitors and purchases all office supplies for the Division in co- operation with other divisional administrative assistants, ensuring economies of scale are achieved wherever possible.

6. Division-Specific Administrative Activities

- Proofs, formats, and distributes changes and updates to Collective Agreements, Employee Handbooks, Code of Conduct and other publications of the Division.
- Identifies, recommends and participates in the implementation of changes to streamline Labour Relations processes and services to clients.
- Provides monthly grievance and arbitration status reports to the Manager of Advice and Adjudication.
- Maintains expedited and formal arbitration award records for GNWT records of all employment terminations (for termination, abandonment, termination agreements, rejection resignations accepted with prejudice, innocent absenteeism).
- Maintains GNWT records of employees ineligible for rehire.
- Maintains Labour Relations ATIPP files.
- Maintains the record of all employment-related legal opinions.
- Maintains records of all GNWT employment-related Human Rights complaints, and civil actions.
- Maintains records regarding the application and revision of the Public Service Act
- Maintains records regarding the development and evolution of GNWT public service employment since 1970 (transfers, devolution, re-organization).
- Provides key support in Collective Bargaining Research and negotiations.
- Arranges and coordinate the purchase and presentation of audio conference training provided to Labour Relations and other participants in Finance, Justice's Legal Division, and GNWT managers.

7. Financial Support Activities

- Prepares information for invoice payments.
- Prepares information for invoice coding and payment within Labour Relations budget parameters.
- Complete chargebacks to Departments relating to training provided by Labour Relations.



WORKING CONDITIONS

Physical Demands

The incumbent is required to lift boxes, manuals, files and large reports in order to maintain filing systems, produce and distribute manuals and distribute reports. These items weigh approximately 5 - 15 pounds each. This can cause physical fatigue.

Environmental Conditions

No unusual conditions.

Sensory Demands

Close attention to detail is required when researching various sources of factual, technical and legal information for varied case files, and general labour relations assessments. The incumbent is subject to constant disruptions from peers, subordinates, officers, and managers who require immediate information and who may pressure the incumbent to change priorities.

Mental Demands

Labour relations work is often carried out under rigorous time constraints. Without consistent timely attention to multiple cases and action items, there can be a rapid deterioration of employee/union/employer relations. Unpleasant and confrontational direct personal contact with Union representatives will occur from time to time, during the course of dispute resolution. Emotional fatigue resulting from contact with the public who may be irate or upset. Such contacts occur infrequently for a short duration (less than 15 minutes)

KNOWLEDGE, SKILLS AND ABILITIES

- Client service oriented.
- Knowledge and experience in standard office procedures and protocol.
- Ability to use computer software in such things as spreadsheets, databases, presentations and word processing. Proven ability to communicate, both orally and in writing, with senior managers, supervisors, technical staff, employees, Union representatives and other stakeholders.
- Ability to juggle and prioritize tasks and excellent problem-solving skills, work to deadlines and demands, make responsible decisions, and determine when to seek advice.
- Organizational and time management skills.
- Knowledge and understanding of labour relations, labour standards, labour law, employment law, and their integration and effect on other human resource functions.



- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A relevant diploma coupled with 2 years of experience in human resources.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Indigenous language: Select language

- Required
- Preferred