

## **GRIEVANCE AND ARBITRATION SERVICE SUPPORT**

Full-time Limited Term Appointment

Category: Administrative Assistant

Base Salary: \$48,060.00 per annum

35 hours per week

**OVERVIEW:** The Grievance and Arbitration Service Support person is responsible for providing direct legal support to the Senior Grievance and Arbitration Officer, CUASA's in-house legal services professional, in the provision of grievance and arbitration services. The G&A support person will support by preparing case documents and maintaining files; assisting with legal research and maintaining jurisprudence indexes; assisting with arbitration preparation, or any other tasks as assigned.

**Reporting line:** Reports to President via the Senior Grievance and Arbitration Officer.

### **DUTIES AND RESPONSIBILITIES:**

1. Complete intakes, open and upload digital files for immediate review of the Officer.
2. Answer member inquiries to coordinate consults and follow-ups with the Officer.
2. Maintain report ledgers and tickler systems.
3. File documents, correspondence and reports.
4. Interview members and witnesses as directed.
5. Assist in the preparation of various types of legal documentation, including facta, briefs, affidavits, etc. as assigned.
6. Obtain further information where necessary to ensure comprehensive legal documentation is prepared.
7. Assemble documentary evidence for grievance meetings and arbitration.
8. Draft correspondence necessary for coordinating arbitrations.
9. Schedule and coordinate meetings for consults, hearings and arbitrations.
10. Maintain file information in both hard copy and electronic format.
11. Assist with the preparation for trials and various legal proceedings and hearings.
12. Conduct legal research.
13. Take minutes of meetings and transcripts of meetings.

14. Close and archive grievance files.
15. Acquire and update professional skills and knowledge through participation in training, education, and other professional development sessions and opportunities.
16. Perform other duties as assigned for the purposes of maintaining effective grievance and arbitration services.
17. Provide direct document support to the Chair of the Grievance Policy and Administration Committee and its members in the absence of the Senior Grievance and Arbitration Officer.

#### ESSENTIAL QUALIFICATIONS:

1. Completion of a legal, paralegal or legal assistant program. Candidates for licensure acceptable.
2. Minimum of two years recent experience working in a legal office providing direct support to legal service professionals or minimum two years experience in the providing legal services before courts, tribunals, boards or arbitrations. \*Recent is define as experience within the last four years.

#### KNOWLEDGE and SKILLS:

1. Significant Knowledge of the Ontario Labour Relations Act, the Human Rights Code, the Occupational Health and Safety Act, other relevant legislation, regulations, and procedures governing unionized workplaces.
2. Knowledge of practice directions for boards and tribunals.
2. A thorough understanding of the grievance arbitration process.
3. Must be able to communicate effectively in writing and verbally.
4. Proficiency in using various computer programs and legal software systems.
5. Demonstrated ability to work effectively both independently and within a team.
6. Demonstrated problem solving, planning and priority-setting skills.
7. Ability to think critically and analyze research information.
8. Demonstrated ability to manage legal files, records and tickler systems.