

JOB DESCRIPTION

POSITION: Labour Relations Manager

II. REPORTS TO: Director, Human Resources & Communications

III. JOB SUMMARY: Delivering commercially positive outcomes. Dispute resolution services provided include collective agreement and labour legislation interpretation; discipline and grievance administration, training and on-call support. Manage grievance procedures to handle complaints from unionized employees, ensuring compliance with union contract and HR personnel policies.

IV. JOB TASKS:

Responsibilities:

- Provides advice and direction to Fraser Surrey Docks (FSD) on administration of all Collective Agreements.
- Assists FSD / members to ensure legal compliance, consistent and appropriate application of practices and policies, and the interpretation and application of the Collective Agreement.
- Provides support and guidance on incident investigations, and disciplinary matters.
- Manages all grievances from their initial stage until final resolution, up to; and including arbitration if necessary.
- Participates in Industry and Job arbitrations relating to jurisdiction, dispatch etc.
- Represents FSD interests in complaints filed with the Canadian Industrial Relations Board, and other regulatory Agencies.
- Works closely with the BCMEA and other terminal operators to ensure consistency and industry best practices are utilized.
- Organizes and leads sector FSD / member meetings (container, break bulk, bulk and shipping) to improve operational efficiencies, productivity and prepare for collective bargaining.
- Advises on the labour relations component of business decisions (i.e. mergers, acquisitions, new business ventures).
- Participates as required in committees and working groups such as the Port Labour Relations Committee.
- Actively promote strategies / processes that advance FSD business objectives; monitors management practices to identify those that are not conducive to promoting sound labour relations practices.
- Integrates innovative, effective labour relations processes and systems into the organization to support organizational change efforts.
- Investigates refusals to work on the grounds of safety through discussions with union and management.
- Acts as the primary liaison between a functional sector of member companies and all services provided by the Association, including Training and Dispatch.
- Creates and presents training content for FSD/member workshops and seminars.

- Coaches FSD leaders on LR strategies pertaining to day to day leadership.
- Leads and manages the Workplace Violence Prevention Policy and appoints and mentors internal investigating team.
- Supporting the Director of Human Resources and Communication in Human Resources initiatives as required.

Requirements:

- Minimum five years' experience in a labour relations environment.
- Thorough knowledge of human resource principles and labour relations methods and procedures.
- Demonstrable experience in unionized, and preferably heavy industrial work sites.
- Strong customer service orientation and the ability to work effectively with a diverse workforce and across multiple organizational levels.
- Excellent verbal and written communication skills.
- Excellent time management and problem solving skills.
- Effective conflict management skills and the ability to facilitate a collaborative working environment with customers/members and unions.
- Aptitude for critical thinking and the ability to resolve issues in a timely manner.
- Ability to deliver impactful, effective presentations.
- Intermediate to advanced level proficiency in Excel, Word, PowerPoint and Outlook.
- Ability to successfully manage multiple projects, delivering on-time and within budget.
- Strong analytical aptitude, proven research skills and the ability to assess and interpret data.
- Ability to engage others professionally and diplomatically on sensitive issues.
- Bachelor's degree in Industrial relations or Business Administration/Commerce is required (a Master's degree is preferred).
- A comparable combination of education and experience will be considered.