

## **SEIU Local 73 Job Posting Director of Representation**

Title: Director of Representation

### **Purpose**

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The role of the Director of Representation is to manage a small call center that provides advice and handles collective bargaining enforcement for union members seeking advice and representation.

The Director will contribute to building a stronger union by managing the day-to-day operations of the Member Action Center (MAC). The Director will supervise, mentor and train a team of staff to provide high quality advice, service and a consistently positive union experience to members contacting the union with representation needs. The Director and MAC staff will assist the local in all aspects of grievance handling, representation at pre-disciplinary and disciplinary meetings, other contract administration, and in responding to the advocacy needs of the membership.

### **Duties and Responsibilities**

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The Director of Representation performs a wide range of duties, which include

Supervising and Mentoring MAC Staff:

- Monitor service levels daily and long-term; adjust schedules daily as needed
- Manage non-phone casework time to allow staff time to complete active cases while not impacting service levels
- Develop schedules to meet service level requirements
- Provide staff with support on contract administration, from call intake through resolution of the matter
- Regularly review caseloads with staff
- Address complaints and solve problems
- Ensure high quality member service, consistency and set a standard of excellence and rigor
- Develop and sets benchmarks for MAC team
- Collaborate with other Departments to ensure first call resolution
- Ensures calls are referred to workplace stewards where there is a workplace steward capable of handling the matter; follows up with stewards to ensure matters are handled properly
- Develop and implement a program to includes stewards in resolving grievances, hearings and signing up non-members

- Ensure MAC staff are able to interpret contract agreements and other relevant laws, regulations, policies, and practices and assist union members in understanding their rights
- Develop and hold MAC staff accountable to ensure they are able to provide assertive and prepared advocacy, handle grievances, appeals, requests for hearings, and other formal personnel matters on behalf of union members
- Assist Local attorneys and other union staff in the preparation of hearings, including investigation and preparation of witnesses and exhibits
- Assist union members in achieving informal resolutions of work-related problems

#### Developing Systems and Policies:

- Forecast and monitor call volume
- Monitor and improve processes to ensure the proper handling of all matters
- Maintain document management systems to track all necessary documents and interactions
- Manage the software, hardware, and systems needs of the MAC, working with internal operations staff and vendors to make the optimal use of technology to support the MAC
- Provide regular reports and analysis on the work of the MAC to officers and the Chief of Staff
- Meet with supervisor on a regular basis to report on work, coordinate projects, discuss training needs, and make recommendations
- Work with stewards on a regular basis to move Union goals and vision
- Participates in Labor management committee meetings and efforts

#### Developing and Implementing Ongoing MAC Staff Training:

- Oversee the training of new and incumbent MAC staff
- Identify informal and formal training opportunities
- Create individual staff development plans, evaluate staff, and initiate disciplinary action where appropriate

#### The Director may at times need to perform the duties of a working supervisor:

- Answer telephone calls and member walk-ins in a call center environment;
- Document calls and grievances in a central database
- Refer calls to workplace stewards where there is a workplace steward capable of handling the matter
- Train, shadow and coach workplace stewards to develop their skills
- Problem solve for members in response to inquiries
- Interpret and advise members on their rights over the phone, in person or in writing
- Analyze and apply collective bargaining agreements

- Represent members at pre-disciplinary meetings and other investigatory interviews, grievance hearings, and in routine arbitration hearings
- Track grievances
- Participate in relevant training and professional development

Cross-Department Coordination:

- Coordinate the activities of the MAC with the overall program of the union
- Support internal organizers through outbound calls to workers and workplace leaders
- Assignments to political, electoral and growth mobilization as required by the organization
- Other duties as assigned

## **Working Conditions**

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- The position is based in the Chicago headquarters of the union.
- While performing the duties of this job, the employee is regularly required work at a computer and on the phone and to talk and hear
- Travel to worksites for hearings, shadowing of staff is required
- Ability to work long and irregular hours, and some weekend frequently required.
- A cell phone, driver's license, and automobile insurance are requirements of this position.
- Cell phone allowance is provided.
- The position includes a competitive salary based on experience and a package of benefits that includes paid holidays, vacations, fully paid health benefits including health, dental, vision and prescription drug benefits. All staff in the union are participants in a defined benefit pension plan fully paid by the employer.
- The Local does not pay for travel or relocation expenses.
- This position is a confidential, supervisory, managerial, exempt, non-bargaining unit classification.

## **Background**

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With nearly 30,000 members and growing, SEIU Local 73 has a proud history of raising standards for workers and their families. The Local represents service, technical and professional workers primarily in the public sector in Illinois and Indiana who are employed in state government, local government, school districts, publicly funded social service agencies and colleges and universities.

Local 73 is committed to bettering the lives of working people through organizing workers to create a powerful voice on their job to win fair wages, meaningful benefits, a sustainable retirement and job protection.

SEIU Local 73 is affiliated with the Service Employees International Union (SEIU) with nearly 2 million members in the US, Canada and Puerto Rico. Local 73 is united with those 2 million members in a shared belief in the dignity of workers and the value of their work and in a commitment to a more just and humane society.

### **To Apply**

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Interested applicants with at least two years of supervisory experience should submit a cover letter with salary requirements and resume to the Hiring Committee at [careers@seiu73.org](mailto:careers@seiu73.org).

Interviews will begin the week of June 7, 2021 and continue until the position is filled.