

## **Grievance Officer Essential Duties**

- Monitor emails at [grievances@pdxgeu.org](mailto:grievances@pdxgeu.org)
- Develop a comprehensive understanding of the current contract
- Create and train a Grievance Committee in collaboration with AFT support
- Train stewards on the grievance process
- Act as first contact for grievance requests and manage assigning grievance tasks
- Work with Membership and Organizing to guide stewards
  - Analyze information from Membership and Organizing to recognize patterns and address larger or ongoing/recurring issues in group/class action grievances
- Coordinate all grievances processes and work with stewards and grievance committee to ensure the following steps:
  - Assess if this is an appropriate issue for a grievance
  - Contact PSU in an attempt to resolve the issue without a grievance
  - File grievance if needed
- Monitor the grievance process and contract for possible necessary updates

### **Duties As Described In Bylaws:**

#### **Section 13.3 - Grievance Officer**

The duties of the Grievance Officer are as follows:

13.3(a) Serve as the main point of contact for all GEU member grievances and inquiries related to potential grievances or contract interpretation, other than those related to issues of equity and inclusion

13.3(b) Responsible for forming and chairing the Grievance Committee

13.3(c) Responsible for documenting, tracking and managing existing grievances, delegate tasks for specific grievances to authorized and appropriate stewards and officers and verify that delegates carry out the tasks

13.3(d) Coordinate contract interpretation with the VPs of Organizing and Bargaining to ensure clarity in the handling of each individual grievance; keep records of potential contract problems which may require changes to be made in the contract language in the next negotiating sessions

13.3(e) Communicate any concerns about the grievance process to the Executive Board

13.3(f) Oversee contract compliance education by coordinating research, ensuring that member surveys gather adequate data on compliance, working with the Chief Steward on steward contract education and contract compliance investigation.

13.3(g) To be responsible, in conjunction with the President, for originating, reviewing, or editing all correspondence with the University or its agents in connection with all grievances

13.3(h) to accompany the President in meetings regarding the administration of

the contract