

**Employment Opportunity  
Labour Relations Officer  
Canadian Merchant Service Guild  
Quebec City  
October, 2021**

The Canadian Merchant Service Guild promotes the social, economic, cultural, educational, and material interests of their members, which represent the majority of Ships' Officers and Pilots in the Canadian Maritime Industry. With experienced staff across Canada, they provide service and act as an advocate for the interests and improvements of their members. On their behalf, we are seeking a Labour Relations Officer to join their team in Quebec.

The Labour Relations Officer will be responsible for investigating inquiries and complaints from members regarding workplace issues and intervene when necessary to resolve disputes with employers. Processing grievances, you will represent members at disciplinary hearings and grievance hearings. As a skilled negotiator, you will work with collective agreements, organizing negotiations meetings, writing drafts and formal contract proposals, and formulating negotiating committees. As chair on the union side of the negotiating sessions, you will provide updates to stakeholders and determine correct interpretations of contract clauses. Performing Branch office operations, you will collect and remit members' monthly dues, handle inquiries from other Guild offices and outside organizations, keep publications up-to-date, process and reply to any correspondences. The Labour Relations Officer will refer members to employer EAP programs when appropriate and provide advice to members regarding educational opportunities and certification issues. Acting as an advocate on behalf of members, you will assist with safety problems, obtaining approval for leave or other contractual entitlements, pension issues, obtaining disability benefits, and injury on duty benefits. Maintaining positive relationships with the union, you will keep the Branch President, District Vice-President, and Branch Secretary-Treasurer aware of relevant issues in the region and take advantage of opportunities to meet with members aboard vessels or ashore.

Post-secondary education in commerce, industrial relations or law would be considered an asset. You are able to deal appropriately with members experiencing highly stressful situations and handle sensitive and confidential information in a discreet and professional manner. As a skilled communicator, you ensure that all relevant information and issues are brought to the attention of the correct parties. Bilingualism in both official languages is a requirement.

To apply please forward your resume and cover letter to Craig Coady via [Craig@venor.ca](mailto:Craig@venor.ca) or Natalie Isaacs via [Natalie@venor.ca](mailto:Natalie@venor.ca) quoting quoting LRO 0921 in the subject line.