

## MRC Contract Enforcement Coach Template Posting 2013

### **Job Opening: Member Resource Center Contract Enforcement Coach**

#### **Working Title: MRC Contract Enforcement Coach**

**Reports to: Martie Voland, MRC Director      Included in Staff Union**

**This is an hourly, overtime-eligible position, includes bilingual differential in pay structure**

### **Job Description Member Resource Center Contract Enforcement Coach**

#### **Purpose:**

The Contract Enforcement Coach works in the Member Resource Center (MRC) as part of the day-to-day operations of an in-bound call center providing services primarily to union members. The MRC works closely with union officers, management staff, and staff of other departments, partner organizations and employers to communicate with union members about union programs, issues and to provide assistance with health care benefits and state-mandated training and workforce development offered through two Taft-Hartley Trusts.

#### **Duties and Responsibilities:**

The Contract Enforcement Coach's primary responsibilities are to both coordinate all union representation (Weingarten) meetings and Step 1 Grievance meetings in the MRC, AND, develop the knowledgebase and skills of MRC reps so that we achieve the best outcome for members. The Contract Enforcement Coach must show leadership of co-workers, and an aptitude for coaching as well as demonstrated strength in handling union representation meetings (preparation, meeting and documentation). The Contract Enforcement Coach must be able to perform all of the duties and responsibilities of a MRC Representative.

The Contract Enforcement Coach duties and responsibilities listed below are representative of the position:

1. Help Desk for union and HBT questions, including supervisor calls, and inbound Advocate calls (members).
2. Documentation of call reviews using SEIU Healthcare 775NW computer systems
3. Prepare and analyze Union Rep & Grievance reports for MRC Director
4. Quality Assurance of MRC reps in Union Rep & Grievance meetings. Work with Development coach and Staff Development Manager to further MRC rep competencies.
5. Quality Assurance of documentation in UnionWare, and coaching of reps on case investigation & documentation skills.
6. With Managers, identify tools for reps for more efficient and effective Union Rep and Grievance meetings, investigations and documentation.
7. Participate in cross-department meetings with MRC and CBER.
8. Assist in the training of new staff
9. Take in-bound calls during heavy call periods as assigned
10. Participation in union activities, including civic engagement (of members) such as voter registration, get-out-the-vote and grassroots political advocacy.
11. Other duties as assigned

#### **Training, Supervision and Expectations:**

The Contract Enforcement Coach's primary responsibility is the efficient operation of the MRC and her/his workstation. The new Contract Enforcement Coach will be trained on procedures and processes when hired to the Coach position. Most of this training will be hands on, but there will also be some classroom training.

A new Contract Enforcement Coach will have a six month promotional probationary period, and will be evaluated formally every 2-3 months during probation and at least annually thereafter, and will receive frequent feedback and Job description revised 1/25/2013

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staff development. The Contract Enforcement Coach is evaluated on their knowledge, abilities and skills in assisting MRC staff and members with resolutions to the issues that initiated the call from the member and are expected to welcome member participation in union activities, to maintain working relations with the members and staff, to balance conflicting demands, and to carry out assigned tasks in a competent and professional manner in keeping with SEIU Healthcare 775NW's overall mission, values and goals.

The Contract Enforcement Coach must be proficient in acting independently and organizing their own time and workload. The Contract Enforcement Coach must have strong problem solving and analytical skills. They must be able to receive direction and instruction from the MRC Managers and Director, as well as other union officers and staff, and union leaders as necessary in the daily operation of the call center.

### **Physical Demands & Work Environment**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to use a computer and phone, and to talk and hear for up to 4 hours between break periods. The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel or crouch. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

### **Work Schedules:**

The MRC business hours are 8:00 am to 6:00 pm PST on staggered work shifts. Occasional weekend work is required of all MRC staff. The MRC is located at the SEIU Healthcare 775NW headquarters, currently in Seattle, WA.

**Compensation:** Salary and benefits are set by collectively bargained contract or Memorandum of Understanding.

Benefits include fully employer-paid family health, dental, vision and pharmacy benefits (including domestic partners of same or opposite sex), fully employer-paid defined-benefit pension through SEIU, a generous leave package, an optional 401(k), and additional benefits.

**Requirements include:** Fluency (written and spoken) in English and at least one additional needed language, preference for native speakers. (Languages for which we are most often recruiting include: Spanish, Korean, Russian, Vietnamese, Cantonese, Mandarin, Somali, Tigrinya, Amharic, Arabic, Ukrainian, Khmer, and Lao.) Proficiency writing professional, inter-department and business-to-client documentation and correspondence. Personal commitment to the mission and goals of SEIU Healthcare 775NW is a requirement of this position (see [www.seiu775.org](http://www.seiu775.org) and [www.seiu.org](http://www.seiu.org)).

**Preferences:** Women and people of color are strongly encouraged to apply. Experience in a call center environment, human services referral and information program, and social justice organizations are all a plus.

**To Apply:** Send a resume, cover letter, 3 references with current contact information, and salary history to [jobs@seiu775.org](mailto:jobs@seiu775.org). Please reference "MRC Contract Enforcement Coach" in the subject line of the email, and include your language fluency.