



## Labour Relations Officer/Manager Labour Relations – Calgary

Canadian Pacific (TSX:CP)(NYSE:CP) is a transcontinental railway in Canada and the United States with direct links to eight major ports, including Vancouver and Montreal, providing North American customers a competitive rail service with access to key markets in every corner of the globe. CP is growing with its customers, offering a suite of freight transportation services, logistics solutions and supply chain expertise. Visit [cpr.ca](http://cpr.ca) to see the rail advantages of Canadian Pacific.

### POSITION DESCRIPTION:

The **Labour Relations Officer** is accountable for internal clients and union groups assigned to them. This includes providing support during negotiations, negotiating local or special agreements with the union, responding to grievances, grievance resolution as well as preparing and presenting cases for arbitration; day-to-day administration of the collective agreements, providing training and guidance to clients, handling of daily issues, and discipline handling. You will ensure a strong Labour Relations presence in the business, and have a thorough understanding of the key business strategies.

The **Manager Labour Relations** ensures the execution of the content of the Industrial Relations Strategy and ensures timely and appropriate service that drives CP culture and the safety, service, productivity, people and growth strategies that make up CP's 5 Foundations. You are accountable for managing the client and union group relationships assigned to you. This includes: providing support during negotiations, negotiating local or special agreements with the union, responding to grievances and preparing and presenting arbitration cases; day-to-day administration of the collective agreements, providing training to clients, negotiating material change implementing agreements or technological, operational, organizational & other changes, handling of daily issues, and discipline handling. You will ensure a strong presence in the business, and have a thorough understanding of the key business strategies and provide direct mentoring to Labour Relations Officer.

### POSITION ACCOUNTABILITIES:

#### Labour Relations Officer

- Populate and utilize the knowledge management system that codifies knowledge, and transfers tacit knowledge;
- Establish constructive relationships with union leadership, and to force/foster as appropriate;
- Support the negotiation of collective bargaining agreements, and Special Agreements, within performance metrics;
- Lead local negotiations within performance objectives;
- Provide support in the handling of CHRC complaints and responds to CIRB complaints;
- Deliver discipline, grievances and arbitration results consistent with safety, productivity and people goals;
- Accountable for the day to day client support, including:
  - Service provision accountability related to the education and training of line managers in skill and knowledge areas critical to day to day labour contract administration;
  - Providing guidance to client departments in the management of complex labour relations issues.

## **Manager Labour Relations**

- Ensure staff development is in place for their team. Populate and utilize the knowledge management system that codifies knowledge, and transfers tacit knowledge. Mentors staff as an additional method of transferring knowledge;
- Establish constructive relationships with union leadership, and to force/foster as appropriate;
- Support the negotiation of collective bargaining agreements, and Special Agreements, within performance objectives. Leads local negotiations within set performance objectives;
- Provide support in the handling of CHRC complaints and responds to CIRB complaints. Deliver discipline, grievances and arbitration results consistent with safety, productivity and people goals;
- Deliver discipline, grievances and arbitration results consistent with safety, productivity and people goals;
- Accountable for the day to day client support, including:
  - Service provision accountability related to the education and training of line managers in skill and knowledge areas critical to day to day contract administration;
  - Advice and service provision accountabilities in providing counsel to line management for the management of complex labour relations issues;
  - Accountable to manage the arbitration and grievance processes and develop of alternative dispute resolution techniques;
  - Accountable for consultation and guidance in labour recruitment, downsizing and efficiency initiatives

## **POSITION REQUIREMENTS:**

- 2 years of direct or related experience an asset;
- Knowledge of Railway and company specific operations particularly Field Operations, Transportation, Engineering and Mechanical Services is an asset;
- Bilingual in both French and English an asset;
- In depth knowledge of relevant Canada Labour Code provisions;
- Strong quantitative and analytical skills;
- Business acumen and the ability to apply business knowledge and translate business requirements to strategy planning and implementation;
- Capability to provide the education and training of front line managers in skill and knowledge areas critical to day to day contract administration and continually improve CP capability in this regard;
- Influencing and negotiations skills – both with management stakeholders and with union representatives;
- Ability to exhibit exceptional patience, balance with strong, proactive approach to get things done and continuous improvement of CP's 5 Foundations (core principles);
- Strong administrative and time management skills including Team management skills;
- Demonstrated ability to work effectively cross functionally;
- Must be adaptable and flexible with regard to workload, travel and schedule.

## **Specific to the Manager Labour Relations role:**

- 10 years of direct or related experience an asset;
- Labour Arbitration knowledge and experience;
- Leadership experience.

## **ADDITIONAL INFORMATION:**

As an employer with national presence, the possibility does exist that the location of your position may be changed based on organizational requirements.

## **Background Investigation:**

The successful candidate will need to successfully complete the following clearances:

- Criminal history check
- Reference check

**Management Conductor Program:**

Becoming a qualified conductor or locomotive engineer is the single best way for a management employee to learn the business at CP. You may be required to obtain a certification or to maintain your current certification/qualification as a conductor or locomotive engineer.

**Please note that only those applicants that apply online at [www.cpr.ca/en/careers/](http://www.cpr.ca/en/careers/) to requisition number 64287 by December 6, 2017 will be considered for this position.**

**Benefits:** Flexible and competitive benefits package; Competitive company pension plan; Employee Share Purchase Plan; Performance Incentive Program; Annual Fitness Subsidy.

**CP is an equal opportunity employer committed to the principles of employment equity and inclusion. We welcome applications from all qualified individuals. All applicant information will be managed in accordance with the federal Personal Information Protection and Electronic Documents Act ("PIPEDA").**