



## GRIEVANCE ASSISTANT

### ROLE OF GRIEVANCE ASSISTANT

- The Grievance Assistant in the Office of Human Resources provides administrative support to the Grievance Officer in the execution of Grievance-related actions, including but not limited to:
  - ♦ Intake of Grievance documents and generating Grievance files.
  - ♦ Copying, distribution, and tracking of Grievance documents to relevant parties.
  - ♦ Maintaining a contact list for all currently active Hearing panelists.
  - ♦ Scheduling Grievance-related Mediations, Step 2 Hearings, and other Grievance-related meetings.
  - ♦ Scheduling Hearing panelists and Panel Chairs for Step 2 Hearings.
  - ♦ Providing general information regarding the Grievance policy and procedures.

### RESPONSIBILITIES OF GRIEVANCE ASSISTANT

- **Confidentiality:** Grievances are confidential personnel matters. The Grievance Assistant shall maintain confidentiality and shall not disclose information concerning the Grievance to others, including any information that may have been presented before, during, and after the Grievance process, except as allowed by University policy or required by law. The Grievance Assistant shall dispose of Grievance-related documents in accordance with the State's public records retention policy.
- **Conduct & Impartiality:** The Grievance Assistant shall exhibit respectful conduct at all times to all parties involved in the dispute, encourage mutual respect between parties, and be impartial in the execution of their duties, without any appearance of bias or favoritism.
- **Compliance:** Exhibiting disrespectful conduct and/or failing to uphold the provisions of the policy may result in administrative action, as appropriate.

### RIGHTS OF GRIEVANCE ASSISTANT

- **Non-Retaliation:** To participate in good faith in the Grievance process free from retaliation, coercion or abuse by Grievants, Respondents, Panelists, Witnesses, the Office of Human Resources, or any other party.

If you have any questions, please contact Employee & Management Relations (843-3444).