

## Shop Steward - CORE of the Union

To many members, the Shop Steward is the Union. He or she is the person the member looks to for guidance on interpreting the Collective Agreement, for representation when there is a dispute or grievance with the company and to help keep them informed on Union issues. The IAM Shop Steward fulfills four main roles in the workplace on a day-to-day basis: *Communicator, Organizer, Representative, and Educator (C.O.R.E.)*. This page summarizes the Steward's duties.

### Communicator

As an IAM Shop Steward, you keep Members in the shop informed of Union issues and policies. You maintain lines of communication between the members and the Union and between the Members and the Company. You also act as spokesperson in your shop.

### Organizer

The Union Steward has opportunities to provide the Union with Organizing leads. Often, our contact with new groups of workers begin with a reference provided by a Shop Steward. Your role as one who is well-informed on workplace issues and the benefits of Union membership provides an example that your friends and acquaintances will wish to follow.

If you know of anyone who is interested in joining the Union, inform them of the benefits of IAM membership. Be sure to note when you refer them to the IAM that we assure confidentiality and that we will not contact them at their place of work.

### Representative

The IAM Steward is the member's first line of defense in any grievances or complaints they have with the Company. Typically, grievance procedure provides a requirement for the member to first try to resolve differences with the supervisor or manager involved, often with the assistance of the Steward.

Following this first step, the Union Steward would meet with the Company official and try to resolve the problem as the member's Representative. This step may or may not include reducing the grievance to writing - see your own Collective Agreement for details on grievance procedures.

Failing resolution at this step, the Union Business Representative is usually called in. This is where a thorough investigation by the Shop Steward is crucial to the success of the grievance.

### Educator

Educating the Members in the shop about the Union is another important role of the Shop Steward. Often, new Members have little knowledge about the IAM. As the Union Steward, you can help educate them about their rights, the contract, and the organization they have recently joined. This does not mean that you must have all the answers - consider yourself a resource person, one who can find the answers to questions. Remember, you can always call the Union office and speak to one of the Business Reps.