



## POSITION DESCRIPTION

<b>Department:</b>	Contract Administration	<b>Department Manager:</b>	Contract Administration Manager
<b>Job Title:</b>	CBA Administrator 1	<b>Reports To:</b>	Contract Administration Manager
<b>Classification:</b>	Non-exempt	<b>Effective Date:</b>	8/1/2024

## POSITION SUMMARY

A CBA Administrator 1 is responsible for providing front-line customer support to Association members by fielding and answering member questions relating to the Collective Bargaining Agreement (“CBA”) and interpretation of same. This position reviews and interprets CBA provisions and research past communications to ensure timely and accurate responses to member inquiries as well as organizes questions and responses for tracking purposes.

## ESSENTIAL DUTIES & RESPONSIBILITIES

To perform the job successfully, the individual must be able to execute each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Please note job duties, responsibilities, and activities may change at any time, with or without notice, to accommodate business needs.

- Timely and professionally respond to member questions relayed through phone calls, e-mails, and other messaging services such Microsoft Teams
- Review and interpret CBA provisions and past communications to respond to member questions
- Organize member questions and Association’s responses
- Communicate, coordinate, and collaborate with Contract Administration Committee members, including participation in meetings and responding to CBA-related questions
- Interact with Association’s internal departments (e.g., Communications, Benefits, etc.) on CBA interpretation matters
- Other job duties as defined and assigned

## EDUCATION & QUALIFICATIONS

- College degree in general business administration or equivalent preferred
- At least two years of customer service experience required
- At least one-to-two years of experience in the airline industry strongly desired
- Experience with airline unions, collective bargaining agreements, and the administration of same is strongly desired
- Ability to read CBA and understand the workings of the U.S. Department of Labor and labor marketing segment
- Ability to work well under pressure to meet deadlines while still delivering a quality product
- Working knowledge of the Office 365 Suite
- Strong verbal and written communication skills required
- Exceptional attention to detail and organizational skills
- Customer-service focused with ability to operate in a fast-paced office environment

## PHYSICAL DEMAND & WORK EFFORTS

- Keying / typing, sitting, standing, and walking
- Ability to spend large periods of time viewing computer monitor(s)
- Ability to lift up to 20 pounds
- Ability to travel, including but not limited to driving, to/from various locations including conferences, trainings, and/or attendance at SWAPA events
- Potential standing for long periods of time in support of Union-related activities such as picketing or training activities
- Constant mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness in an office environment
- Compliance with company attendance standards

Employee Name / Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager Name / Signature: \_\_\_\_\_

Date: \_\_\_\_\_