

ROLES AND DUTIES OF THE STEWARD AS AN ORGANIZER

- Organize the unorganized; your goal 100%
- Unionize the unorganized -- bring people in, make them feel welcome and involved.
- Welcome new employees
- Build solidarity
- Make daily contacts
- Urge attendance at meetings
- Develop membership participation

ROLES AND DUTIES OF THE STEWARD AS ADVOCATE

- Resolve issues, both contractual and non-contractual
- Enforce the contract
- Settle grievances
- Uphold workers' rights
- Eliminate phony grievances
- Enforce labor laws
- Keep written records

ROLES AND DUTIES OF THE STEWARD AS UNION REPRESENTATIVE

- Keep members fully informed. Explain union objectives and policies.
- Combat anti-union activity.
- Explain the union's legislation program.
- Stress the need to VOTE.
- Encourage education.

ROLES AND DUTIES OF THE STEWARD AS GRIEVANCE HANDLER

- Check all available facts before taking an issue to management.
- Prepare your case so that it is clear, complete, and to the point.
- Be careful to observe all contract requirements on grievance handling and timelines.
- Be polite and respectful, but firm when dealing with management.
- Don't by-pass the supervisor, don't let him/her by-pass you.
- Treat the other person with respect and demand the same.
- Follow through all the way to final settlement of the grievance.