

More Cool Jobs



Mediator

Canadian Transportation Agency

The Canadian Transportation Agency's mission is "to administer transportation legislation and Government of Canada policies to help achieve an efficient and accessible transportation system by education, consultation and essential regulation."

Among other things, the Agency serves as a dispute resolution authority over certain transportation rate and service complaints. Tribunal Members are responsible for hearing complaints and issuing decisions. These Members rely on the expertise and knowledge of other professionals to provide administrative support and aid in the decision-making process.

One such professional is a Mediator.

Education and Training

Extensive knowledge of the transportation industry is required. Expertise is generally acquired in the industry itself, however, in order to get your "foot in the door," specific training of some type of professional designation is usually required. In this case, a trades training in engineering was the first step.

As a professional mediator with the Agency, superior knowledge of rules and regulations governing Canadian transportation is expected.

Nature of Work

Working for an organization that is responsible for upholding legislation, and resolving disagreements between parties that may have differing perspectives, is challenging. It is therefore critical for all parties to have accurate and relevant information pertaining to the issue under debate. In addition to facilitating and mediating discussions between disputing parties, it's the Mediator's responsibility to ensure that all parties are fully informed and have the proper information. Office type work, research, and many meetings are thus the nature of the job.

Main Duties

Mediators are used in many different areas of transportation and thus should have a good understanding of the specific industry and current issues. As mediators facilitate and listen to discussion and are seen to have an objective perspective, it's critically important that these people possess the unique ability to quickly develop rapport, trust and respect.

At the end of the process and after hearing the differing viewpoints, mediators usually make several sometimes binding recommendations that are taken into serious consideration. The end goal of the mediator is to provide an objective viewpoint with hopes that the disputing parties will subsequently come to some type of agreement on their own volition. If terms cannot be agreed upon, a Tribunal Member will impose a binding decision.

Typical Employer

Canadian Transportation Agency, government departments, law firms, labour unions, employer associations

Additional Information

Canadian Transportation Agency
<http://www.cta-otc.gc.ca/doc.php?sid=37&lang=eng>



Earnings

Low: \$60,000
 Average: \$80,000
 High: \$100,000

Essential Characteristics

- Strong interpersonal skills
- Effective communication skills

