

JEANNE CHARLES, ESQ.

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Present Occupation: Arbitrator – Mediator – Fact Finder –Attorney- Adjunct Professor

First Business and Mailing Address:

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Second Business Address:

17 E. Monroe Street, #337
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PROFESSIONAL AFFILIATIONS:

National Academy of Arbitrators, Board of Governors
Illinois State Bar Association
National Academy of Distinguished Neutrals

American Bar Association – Labor & Employment Section
College of Labor & Employment Lawyers Fellow

EDUCATION:

DePaul University, College of Law, Chicago, IL, JD, 1994, Dean’s Scholarship Recipient
Northern Illinois University, DeKalb, IL, BS, Business: Personnel and Industrial Relations 1986

SPECIALIZED TRAINING:

Complex Public Education Issues: FMCS-NAA September 16, 2011
US Center for Safe Sport Trained February 8, 2022

LICENSES/CERTIFICATIONS:

Admitted to Illinois Bar, 1994
Admitted to US District Court, Northern District of Illinois, 1994

FMCS Labor Arbitrator Certification
AAA – Labor Arbitrator Certification

EXPERIENCE:

Member, Federal Service Impasses Panel, September 3, 2021. Appointed by President Joseph R. Biden to the Federal Service Impasse Panel. The Panel is a component of the Federal Labor Relations Authority consisting of ten members who resolve impasses between federal agencies and unions representing federal employees. If bargaining between the parties, followed by mediation assistance, does not result in a voluntary agreement, then either party or the parties jointly may request the Panel’s assistance which includes mediation and imposed terms.

Special Magistrate, Florida Public Employee Relations Commission, 2015 to Present. The Commission retains special magistrates to resolve impasses in labor negotiations. Impasses are resolved through mediation and interest arbitration which results in voluntary agreement to contract terms by the parties or a recommended decision by the special magistrate.

Labor and Employment Arbitrator/Mediator, 2006-Present. Currently serve as a Labor Arbitrator on permanent panels and ADR rosters resolving workplace disputes. Practice also includes private and public mediation in commercial and workplace disputes.

Adjunct Professor - University of Arizona Law School, 2021-Present. Teaching an online course in Advanced Negotiations. **Penn State University 2014-Present.** Serve as an Adjunct Professor in Employment Relations for Penn State University’s graduate school of Human Resources and Employment Relations.

Instructor, Federal Mediation and Conciliation Service, 2021-Present. Serve as a co-instructor for the Becoming a Labor Arbitrator course. The course is geared toward labor-management practitioners with substantial experience in labor relations (pursuant to collective bargaining) who wish to become labor arbitrators. The course can also enhance the practice and skills of current arbitrators and covers a variety of topics including conducting the hearing; evidence; award writing; and ethics.

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Mediator, Broward County Circuit Court. Court-annexed mediation services provided involving civil matters litigated over, among others, commercial breach of contract, debt collection, landlord-tenant disputes, medical provider payments and personal injury.

Attorney Chicago, Illinois, 1994-2006. As a private attorney, provided advice and counsel to corporate managers on general corporate legal matters including, contract review, shareholder agreements, employment policies and procedures. Developed and drafted employment policies and employee handbooks for profit and not-for-profit corporations. Represented management in employment discrimination cases before the Illinois Commission on Human Rights. Provided training to managers and staff on Title VII discrimination, employee performance standards, hiring, discharge and discipline. **1995-2003** Assistant Counsel for the National Treasury Employees Union. Responsible for representation of collective bargaining units for Federal Government agencies such as ATF, IRS, FDA Department of Health and Human Services and US Customs. Provided advice and counsel to union officials on matters covered by the collective bargaining agreement and federal statutes. Represented employees and/or the union before the FMCS, FLRA, FSIP, arbitrators and administrative law judges. Supervised union elections. Lead collective bargaining negotiations for local and regional union offices. Conducted training of union officials routinely and at annual conferences.

ISSUES:

AWOL, Absenteeism, Alcoholism, Arbitrability, Awards; Bargaining Impasse Resolutions; Bargaining Unit Certification; Conduct; Contracting Out; Demotion; Disability Discrimination; Discipline (Non-discharge); Discipline (Discharge); Drugs and Alcohol; Duty of Fair Representation; Excessive Use of Force; Fringe Benefits; Grievance Mediation; Holiday Pay; Interest Arbitration; Leave; Overtime Pay, Past Practice; Race/Gender Discrimination; Sexual Harassment; Falsification; FMLA; FLSA; Insurance; Insubordination; Interest Arbitrations; Work Schedules; Management Rights; Misuse of Employer Property; Office Moves; Official Time; Performance; Promotions; Reduction-In-Force (RIF); Theft; Social Media; Seniority; Sports; Vacation Pay and Violence.

INDUSTRIES:

Airlines, Clerical, Communications, Education, Financial, Federal Sector-Grievance; Federal Sector-Interest, Food, Government, Healthcare, Hotels/Resorts, Insurance, Machinery, Mining, Non-Profit Organizations, Police and Fire, Prison Guard, Professional Sports, Public Sector-Grievance, Public Sector-Interest, Railroads, Technical, Tobacco, Transportation, Utilities.

PERMANENT ARBITRATION PANELS:

AFSCME Council 31 and Cook County
Coalition of Immokalee Workers
IAFF Local 2820 and City of Miramar
IATSE and Kravis Center
NTEU and Internal Revenue Service
Major League Baseball (MLB) and MLB Players' Assn
Miami-Dade County and Dade County PBA

NYC Dept of Education and United Federation of Teachers
State of Florida and Police Benevolent Association
UNITE HERE Local 1 and University Center, Chicago
United States Anti-Doping Agency
United States Olympic and Paralympic Committee
United Airlines and Association of Flight Attendants
United States Postal Service and APWU

ARBITRATION/MEDIATION ROSTERS:

American Arbitration Association (Commercial & Labor)
Federal Mediation and Conciliation Service

Illinois State Board of Education
National Mediation Board (NMB)

JEANNE CHARLES, ESQ.

New Era ADR
Public Employees Relations Commission, Special Magistrate

Resolute Systems

SPEAKER EVENTS:

Cornell University ILR: *Paths to Becoming a Labor Arbitrator* (2023); **Chartered Institute of Arbitration, North American Branch:** *Ask the Arbitrator: "Best Practices in Commercial Arbitration"* (2023); **Illinois Public Sector Labor Law Conferences:** *Fundamentals of Mediation and Arbitration* (2023); **National Bar Association:** *Arbitration Award Writing* (2023); **Garvey-Nkrumah Fellowship Program on International ADR:** *ADR in the US* (2023); **Chicago-Kent Federal Sector Conference – Experiences and Sustainability of Video Hearings** (2022); **American Bar Association - Police Arbitration Reform** (2021); **Berkley University Center for Law and Work – Reforming Policing Through Changing Labor Relations** (2021); **Federal Mediation and Conciliation Service National Labor-Management Conference – Understanding Just Cause** (2020); **Federal Sector Labor Relations Conference – Considerations for a Successful Video Arbitration** (2020); **American Arbitration Association – Grievance Processing** (2020); **NAA 2019 Fall Education Conference - How to Incorporate Video Hearings Into Your Practice;** **Howard University School of Law – ADR Practice: Opportunities and Career Paths for Lawyers** (2019); **American Arbitration Association – Millennials in the Workplace;** **NAA Annual Meeting 2016 – Evidentiary Conundrums in Labor-Management Arbitration;**

Prior to 2016: **American Arbitration Association (AAA) Webinar - Social Media and Arbitrator Ethics;** **Chicago-Kent Federal Sector Labor Relations and Labor Law Conference “Ask the Arbitrator” Panel;** **NAA-SE Region Conference - Diversity and Acceptability in Arbitration;** **NAA Annual Meeting - Social Media and Electronic Communications: Ethical Practices and Pitfalls;** **ABA Diversity in ADR Panel (Miami) Broadening and Deepening Underrepresented Groups Participation in Dispute Resolution;** **NAA-SE Region Conference – Arbitration, Arbitrators and Advocates: Who Are You in Cyberspace?;** **Illinois Public Sector Labor Law Conference - How to Lose Your Arbitration;** **AAA Webinar- Pitfalls to Avoid Losing Your Arbitration;** **AAA Webinar- Getting on the Road;** **NAA Fall Education Conference – Social Media for Arbitrators;** **NAA- SE Region Conference- Social Media;** **FMCS Arbitrator Symposium, Chicago, Illinois - Federal Sector Arbitration;** **Capital University School of Law, Columbus, OH, Minorities in ADR Conference- Incorporating ADR into Your Law Practice. City Colleges of Fort Lauderdale -The Fundamentals of Alternative Dispute Resolution.**

PUBLICATIONS:

Changing The Face of ADR: A Call for Greater Diversity Among the ADR Profession, with C. Shulman and D. Miller, Florida Bar Journal, Vol. 97, No. 5 (2023)

Millennials in the Workplace: Mystery or Magic?, AAA Dispute Resolution Journal, Vol. 74, No. 1 (2019)

Proceedings of the Sixty-Seventh Annual Meeting National Academy of Arbitrators, Chapter 11 (BNA 2015)

Co-Author Labor Law Handbook chapter on Public Employees, Illinois Institute for Continuing Legal Education (2010)

Co-Author Military Service and the Law chapter on Labor and Employment Law, Illinois Institute for Continuing Legal Education (2009)