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Nunavut Employees Union  
Nunavutmi Havaktiit Ikayurtingit

<b>Position Title:</b>	Service Officer- NEU
<b>Group:</b>	Canadian Union of Labour Employees (CULE)
<b>Location:</b>	Iqaluit

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**Purpose of Position**

Under the general supervision of the Executive Director and as part of the NEU team that includes other NEU regional office staff, the Service Officer builds the union and fosters membership solidarity by delivering union programs and services in the region.

**Statement of Responsibilities**

**Organizes members into well-functioning locals by:**

- Providing both formal and informal training to local officers on effective local administration and workplace advocacy;
- Identifying and encouraging members to become active stewards and local officers;
- Maintaining regular and frequent contact with locals in person, by telephone, electronically, and by mail;
- Communicating to locals information about a variety of union issues, concerns, and events (such as campaigns, victories, conferences, courses, updates, etc.).

**Ensures that the collective agreement is respected and members' employment rights are protected by:**

- Providing grievance representation to members and ensuring that all procedural requirements are met;
- Identifying, training, and providing ongoing support to a cadre of stewards in each local;
- Working with employers to resolve employment conflicts and emerging problems;

- Providing advice and guidance to members in matters pertaining to their rights and obligations under their collective agreements, applicable labour legislation, and related internal union policy and procedures.

**From time to time and/or as assigned by the Executive Director provides representation by:**

- Preparing and presenting, staffing appeals, Employment Insurance appeals, and appeals/hearings before other quasi-judicial boards;
- Representing members on right to refuse procedures under federal and territorial legislation;
- Providing grievance representation to members;
- Representing members on internal or external harassment procedures.

**Mobilizes membership and public support as part of NEU/ PSAC campaigns ( e.g. pay equity, defend public services, oppose privatization, etc.) by:**

- Organizing and providing on-going support to the regional bodies through which campaigns are carried out ( e.g. Component Committees, Area Councils, Regional Women's Committees, Political Action Committees, etc.);
- Participating in the development of territorial or regional campaigns;
- Ensuring locals are aware of campaigns, encouraging them to participate in the actions of which the campaign is composed, and monitoring levels and effectiveness of participation;
- Participating directly in and/or ensuring coordinated membership participation in meetings, actions, and events organized by the labour movement and social justice organizations;
- Designing, producing and distributing campaign material for membership and the public;
- Liaising with local and regional media;
- Liaising with representatives of local, regional, territorial and national representatives of government; the house of labour; and social justice organizations;
- Organizing rallies, demonstrations, and other forms of direct actions;
- Promoting a positive image of NEU/PSAC and the labour movement.

**Coordinates the active collective participation in the bargaining process by:**

- Facilitating the compilation of bargaining demands and election of the negotiating team by members of the unit;
- Remaining responsible for providing interpretation, advice and guidance regarding the wording of collective agreements.
- Organizing bargaining input meetings and conferences;
- Educating local members about the bargaining process;
- Liaising with the negotiating team and ensuring members are kept up-to-date about developments at the table;
- Coordinating collective action in support of the negotiating team;
- communication with every work site in the bargaining unit, facilitates strategic and targeted strike action;
- Assist the PSAC Regional Representative in Coordinating all activities related to a strike or lock out, including the effective and orderly placement of pickets, liaising with federation of labour, strike support committees, liaising with the police, media strategy, liaising with counsel to avoid or challenge injunctions;
- Maintaining NEU/PSAC presence on picket lines.

**Supports NEU/ PSAC's commitment to equity by:**

- Challenging racism, sexism, able-ism and homophobia;
- Organizing and providing on-going support to component and regional equity committees;
- Identifying and encouraging equity group members to take leadership positions in their locals and union.

**Maintains and expands NEU/ PSAC membership by:**

- Responding constructively to expressions of membership dissatisfaction and alerting the Executive Director to potential problems and de-certification attempts;
- Coordinating campaigns to fight raids and de-certification attempts;
- Coordinating campaigns to fight contracting out and privatization;
- Promoting a positive image of the NEU/PSAC;
- Identifying to the Regional Organizer potential targets for organizing campaigns;
- Participating in organizing drives initiated by the PSAC Regional Organizer.

**Knowledge**

- Excellent oral and written communication skills ;
- Good knowledge and experience of computer-based technology, including office software, Internet and e-mail environments;
- Extensive knowledge of NEU/ PSAC programs and policies, labour legislation and adult education techniques;
- Knowledge of work rights and principles of labour legislation;
- Knowledge of the labour movement and socio-economic issues and social justice movements;
- Demonstrated commitment to and understanding of union and equity principles;
- Extensive knowledge of the grievance process.

**Interpersonal Skills**

- Requires strong communication skills and the ability to motivate and inspire members;
- Good ability to work in a team and demonstrated conflict resolution solutions;
- Strong commitment to labour and social justice principles;
- Well-developed interpersonal skills, tact, sound judgment;
- Ability to motivate and inspire others to achieve collective goals;
- Ability to analyze, recognize mistakes and recommend improvements;
- Highly-motivated, innovative, flexible and open-minded;
- Demonstrated initiative and ability to work under pressure.

**Concentration**

A high level of concentration required when providing representation and/or the delivery of NEU/PSAC programs.

### **Physical Demands**

Requires working long hours on occasion including evening and weekend work.

### **Complexity**

Must be able to manage different priorities within limited time frames.

### **Impact**

Failure to provide proper representation can result in charges before Labour Board(s) and possible financial loss to members. Inappropriate advice may reflect negatively on NEU/PSAC and could lead to serious results up to and including decertification.

### **Responsibility for Information**

Must maintain continuous updates of NEU/PSAC policies and programs, trends in labour workplace and social justice issues and effectively communicate these to the membership.

### **Development and Leadership of Others**

Requires leadership to motivate members. Acts as a team leader in various projects.

### **Environmental Working Conditions**

There is a requirement to travel associated with this position. Weekend and evening work is required. A high level of stress is associated with some areas of the work associated with negotiations and strikes in an hostile environment.

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