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**NUNAVUT EMPLOYEES UNION  
JOB DESCRIPTION**

**Part 1 - Identifying data**

**Position title:** Service Officer

**Supervisor's title:** Executive Director

**Location:** Iqaluit, Nunavut

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**Part 2 - Summary of Position**

Under the direction of 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. This includes organizing locals, coordinating collective bargaining and providing representation to members.

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**Part 3 - Duties and Responsibilities**

- Organizes members into well-functioning locals by providing both formal and informal training to local officers and maintaining regular communications with locals.
- Ensures that the collective agreement is respected and members' employment rights are protected by providing grievance representation, training and support and by working with employers to resolve employment conflicts and emerging problems.
- Provides 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.
- Provides representation on grievances, staffing appeals, Employment Insurance appeals, and appeals/hearings before other quasi-judicial boards and applicable legislation and harassment procedures.
- Mobilizes membership and public support for NEU/PSAC campaigns and provides on-going support for Component Committees, Area Councils, Regional Women's Committees, Political Action Committees, etc.
- Participates in the development of territorial or regional campaigns and facilitates the involvement of NEU locals and members in campaigns, regional activities and meetings, actions, and events organized by the labour movement and social justice organizations.

- Liaises with local and regional media, representatives of local, regional, territorial and national representatives of government; the house of labour; and social justice organizations.
- Organizes rallies, demonstrations, and other forms of direct actions.
- Promotes a positive image of NEU/PSAC and the labour movement.
- Coordinates active participation in the bargaining process including facilitating the compilation of bargaining demands and election of the negotiating team by members of the unit, organizing bargaining input meetings and conferences and educating local members about the bargaining process.
- Liaises with the negotiating team and ensures members are kept up-to-date about developments at the table.
- Coordinates collective action in support of the negotiating team and maintains communication with every work site in the bargaining unit, facilitates strategic and targeted strike action.
- Assists the PSAC Regional Representative in coordinating all activities related to a strike or lock-out, including the effective and orderly placement of pickets.
- Liaises with the federation of labour, strike support committees, police, media and legal counsel.
- Maintains NEU/PSAC presence on picket lines.
- Remains responsible for providing interpretation, advice and guidance regarding the wording of collective agreements.
- Supports NEU/ PSAC's commitment to equity including challenging racism, sexism, able-ism and homophobia.
- Organizes and provides on-going support to component and regional equity committees.
- Identifies and encourages 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 alerts the Executive Director to potential problems and de-certification attempts.
- Coordinates campaigns to fight raids and de-certification attempts.
- Identifies to the PSAC Regional Organizer potential targets for organizing campaigns.
- Participating in organizing drives initiated by the PSAC Regional Organizer.

- Coordinates campaigns to fight contracting out and privatization.
- Other duties as assigned by the Executive Director.

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**Part 4 – Contacts**

Executive Director	<ul style="list-style-type: none"> <li>• To receive direction and assignments</li> <li>• To provide updates on collective bargaining, campaigns and organizing efforts</li> </ul>
President and Executive	<ul style="list-style-type: none"> <li>• To provide updates on collective bargaining, campaigns and organizing efforts</li> </ul>
Locals	<ul style="list-style-type: none"> <li>• To provide updates on collective bargaining, campaigns and organizing efforts</li> <li>• To provide training on local administration and workplace advocacy</li> </ul>
Membership	<ul style="list-style-type: none"> <li>• To provide representation, information and support</li> <li>• To provide advice and guidance on matters pertaining to their rights and obligations</li> </ul>
Colleagues	<ul style="list-style-type: none"> <li>• To share knowledge and experience</li> </ul>
Employers	<ul style="list-style-type: none"> <li>• To resolve employment conflicts and emerging problems</li> </ul>
PSAC	<ul style="list-style-type: none"> <li>• To assist the PSAC Regional Representative in coordinating all activities related to a strike or lock-out</li> <li>• To organize and provides on-going support to PSAC regional committees</li> <li>• To identify potential targets for organizing campaigns and in participate in organizing drives initiated by the PSAC Regional Organizer</li> </ul>
Other	<ul style="list-style-type: none"> <li>• To liaise and communicate with representatives of local, regional, territorial and national representatives of government, the house of labour, and social justice organizations</li> <li>• To provide the public and the media with information on collective bargaining and campaign activities</li> </ul>

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## **Part 5 – Specific Accountabilities**

The Service Officer is responsible for building the union and fosters membership solidarity by delivering union programs and services in the region. The main responsibilities include organizing locals, coordinating collective bargaining activities, providing representation to members, supporting NEU/PSAC's commitment to equity, and maintaining and expanding NEU/PSAC's membership.

## **Part 6 – Qualifications and Competencies**

### **Qualifications**

- 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
  - Strong commitment to and understanding of labour, equity and social justice principles
  - Extensive knowledge of the grievance process
  - Ability to work effectively as part of a team
  - Demonstrated conflict resolution capabilities
  - 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.
  - Ability to respond quickly in a dynamic and changing environment
  - Maturity and ability to exercise tact, diplomacy, discretion and confidentiality
  - Ability to multitask and work on multiple concurrent deadlines
  - Ability to work with minimum of supervision
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**Part 7 - Working Environment**

- Regular interaction with other staff, locals, employers, elected leadership and the NEU membership at large
  - Regular interaction with PSAC staff, elected leadership and regional committee representatives
  - Regular interaction with representatives of local, regional, territorial and national representatives of government, the house of labour, and social justice organizations
  - Interaction with the media and the general public
  - Working with upset or angry individuals
  - Averaging of hours required, with regular evening and weekend work
  - Attendance to numerous deadlines and priorities required
  - Operation of desktop computer and other office equipment
  - Potential for conflicting priorities and direction from more than one source
  - Travel is a requirement of this position
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**Part 8 - Acknowledgement and Agreement**

The above job description fairly represents the general expectations of the position of Service Officer with the Nunavut Employees Union

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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

Supervisor: \_\_\_\_\_