



## Position Description

**Job Title:** Service Officer (Inuvik)  
**Department:** Membership Services  
**Reports to:** Director of Membership Services

**Prepared Date:** August 2016  
**Prepared by:** A. Thistle  
**Contact:** thistla@unw.ca

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### Summary

Manages business affairs of labour union by personally performing the following duties.

### Essential Duties and Responsibilities

include the following, but other duties may be assigned:

- Coordinates and directs union functions which promote local membership, the hiring of union members in the workplace and the arranging of local meetings.
- Maintains relations between union and employers.
- Visits work sites to ensure management and Union members adhere to collective agreements.
- Assists in developing safety and health measures.
- Negotiates with management on individual grievances and other work related matters affecting members.
- Assists Locals in the preparation of bargaining proposals.
- Conducts and assists bargaining input meetings with the membership.
- Assists in setting up communications networks within Locals or regionally.
- Assists in setting up shop stewards' networks.



- Prepares background information and resources to facilitate the deliberations of bargaining committees.
- Presents research, opinion and clarification relevant to bargaining committee meetings.
- Researches and writes position papers regarding GNWT policy and its impacts on the unionized workforce.
- Assists in the production of publications on areas of interest to the membership such as clause interpretation, union facts, grievance updates, and others.
- May assist in regional strike activities, including picket lines.

Researches, analyzes, and evaluates information on benefits and working conditions for use in the negotiation and union/management consultation processes by:

- Analyzing existing collective agreements and recommending improvements where needed
- Keeping abreast of current trends in collective bargaining and arbitral jurisprudence
- Analyzing the type of work and working conditions of various occupational groups (may include onsite visits, etc.)

Provides representation for members in an assigned area by:

- Answering requests for general information and advice.
- Representing members at competition and/or job evaluation appeals.
- Researching, investigating, and processing grievances, including attending grievance hearings with employers, researching precedents, interviewing potential witnesses, gathering evidence, and preparing and presenting case summaries for referral to arbitration or withdrawal of grievances.

Advices Component Executive and Staff Officers by:

- Identifying potential problem areas and recommending solutions
- Recommending new or revised policies to ensure that the UNW position in Collective Bargaining is consistent with overall UNW objectives



- Advising and assisting elected Union officers and members on matters within assigned areas or responsibility, including the interpretation and application of collective agreements.
- Identifying organizing opportunities as they happen

Performs other duties as required, including but not limited to:

- Organizing groups of works
- Reporting orally and in writing on both a regular and as-required basis
- Identifying members interested in developing leadership skills within the Local/Union
- Identifying and directing members to appropriate training resources
- Conducting training seminars on all aspects of union membership including collective agreement language and meaning, for shop stewards, new employee orientation, and member requested courses
- Representing the Union on committees, at meetings, and at conferences

### **Supervisory Responsibilities:**

This position has no supervisor responsibilities.

### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** – Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data.

**Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.



### **Education and/or Experience:**

Bachelor's degree (B.A.) from a four-year college or university; or three to five years related experience and/or training in the field of labour relations including negotiations, grievances, mediation, and alternate dispute resolution forms; or equivalent combination of education and experience.

### **Language Skills:**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Ability to write reports, business correspondence, and procedure manuals
- Ability to effectively present information and respond to questions from groups of managers, clients, members, and the general public.

### **Reasoning Ability**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Database software; Internet software and Word Processing software.

**Physical Demands:** Travel to outlying communities is required on a regular basis.

**Work Environment:** The noise level in the work environment is usually quiet.

**Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.

**Teamwork-** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.



**Change Management** – Develops workable implementation plans; Communications changes effectively; Advises and supports those affected by change; Monitors transition and evaluates results.

**Leadership** – Exhibits confidence in self and others; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

**Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

**Strategic Thinking** – Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Adapts strategy to changing conditions.

**Judgement** – Exhibits sound and accurate judgement

**Motivation** – Demonstrates persistence and overcomes obstacles; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.

**Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.

**Attendance/Punctuality** – Is consistently at work and on time; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions; Responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** – Volunteers readily; Undertakes self-development activities; Asks for an offers help when needed.



**Innovation** – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.