



### **MEMBER SERVICES OFFICER – EMERGENCY LEAVE REPLACEMENT – START OCTOBER 2018**

The Queen's University Faculty Association (QUFA) was certified as a union in 1995 and represents approximately 1200 faculty, librarians and archivists. Located in beautiful Kingston on the shores of Lake Ontario, Queen's University is one of Canada's leading universities with an international reputation for scholarship, social purpose and spirit.

QUFA invites applications for a short-term replacement of the position of Member Services Officer, ideally with an anticipated start date of October 1, 2018. The initial contract will be for 3 months to December 31, 2018, and may be renewed thereafter.

The Member Service Officer has primary responsibility for handling member inquiries, assisting members in employer investigative processes, preparing for bargaining the collective agreement and providing data and analysis for a variety of Member initiatives. Familiarity with postsecondary issues and Queen's University specifically will be considered assets.

The successful candidate will be skilled in the following specific areas:

- Labour & Human Rights Law
- Collective Agreement Interpretation and Negotiation
- Research and Data Manipulation
- General Dispute Resolution & Assisting with Grievance/Investigation Processes

In addition, they will demonstrate the following:

- Ability to work with minimal supervision
- Ability to work cooperatively with volunteer members and other staff
- Strong research, analytical and problem-solving skills
- Strong 'people' skills
- Strong oral and written communication skills, including crafting collective agreement language
- Initiative and good judgment
- Extreme discretion in handling information, documents and queries
- Ability to prioritize workload demands

The successful candidate will have a combination of suitable educational background and working experience in labour relations, union member services, collective bargaining and/or postsecondary environments. Candidates should have a university degree. The hiring committee will balance education and experience requirements and encourages those who believe they have the skills and qualities listed above to apply regardless of educational attainment.

Salary will be commensurate with experience and education.



QUFA invites applications from all qualified individuals. QUFA is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, Aboriginal peoples, persons with disabilities and LGBTQ persons. QUFA will provide support in its recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. If you are contacted for an interview and require accommodation during the interview process, please contact Leslie Jermyn, Executive Director, [jermynl@queensu.ca](mailto:jermynl@queensu.ca), 613-533-3033.

A Cover letter, resumé and the names of 3 references should be sent **electronically** to Leslie Jermyn, Executive Director ([jermynl@queensu.ca](mailto:jermynl@queensu.ca)) by September 14, 2018. We thank you in advance for your interest in QUFA but please note that only shortlisted candidates will be contacted.