



JOB DESCRIPTION

JOB: Membership Services	TITLE: Membership Services Officer I (MSO I)
REPORTING RELATIONSHIPS: Association President	LAST UPDATED: July 7, 2023

SUMMARY:

The University of Victoria Faculty Association (the Association) is an academic union representing approximately 850 Members. The Association certified in 2014 and supports a responsive and dynamic Faculty Association to better serve our Members.

The Membership Services Officer I (MSO I) provides the Association with membership services, governance, communications, research and policy development, and collective bargaining support to achieve the mission, vision and mandate of the Faculty Association.

The Membership Services Officer I will report to the Association President and work closely with other members of the Membership Services Portfolio and the Association's Advising and Dispute Resolution Committee (ADRC). The position requires a high degree of confidentiality and a broad set of skills related to dispute resolution, research, collective bargaining, and advocacy in an academic labour relations environment.

From time to time, the President may require that the MSO I increase their duties in either membership services or collective bargaining, with a corresponding reduction in other duties.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Membership Services: 65% - 70%

Duties:

- Provide advice, representation, and other assistance to Association Members regarding their rights as set out in the Collective Agreement, University policies, and relevant federal and provincial legislation and policies
- Inform potential new Association Members of the rights set out in the Collective Agreement, and other matters of relevance to initial negotiations
- Negotiate and resolve individual Member workplace issues in consultation with MS staff, President and ADRC
- Maintain a database of Membership services files in electronic format
- Work with the existing administrative and file management tools to support effective Membership services
- Provide regular case file updates to the President and ADRC
- Contribute to reports of portfolio activity for review by different decision-makers and stakeholders
- Meet with University staff to explore both informal and formal resolution of case files
- Prepare for, and represent Members at, informal meetings and other dispute resolution processes
- Brief MS staff and the President on formal matters or matters of increased sensitivity
- Draft grievances and other official correspondence
- Consult with legal counsel as directed



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- Provide advice and representation to Members that meets the applicable standards for fair representation, pursuant to the BC Labour Code
- Maintain contact with appropriate University administrators and staff to advance Membership issues and advocate for the Membership
- Provide backfill support as required when other Membership Services staff are on vacation or absent for up to three weeks

2. **Responsibility:** Governance: 5 - 10%

Duties:

- Support the governance functions of assigned committees, and other committees as needed
- Ensure committee procedures are in line with the Association's Constitution and Bylaws and applicable legislation
- Prepare agendas and supporting materials, record minutes/meeting notes, and track motions for committees
- Ensure committee reports are submitted for OGMs and AGMs
- Support other Association staff in their committee work, as needed
- Develop and maintain effective working relationships with other unions, University staff, government, professional organizations, and key stakeholders, in collaboration with Officers and Association staff
- Support the President and Officers in political advocacy efforts, as needed
- Ensure kitchen and meeting rooms are clean, in collaboration with Association staff

3. **Responsibility:** Communications: 10% - 15%

Duties:

- Maintain a record of any membership enquiries
- Provide support to other Association staff on education events and outreach for Members and other stakeholders
- Contribute to and support effective membership communications, including creating and updating website copy, developing newsletters, news releases, speaking notes, briefing notes, social media posts, and educational materials.
- Develop and conduct surveys to support the work of the Association; analyze and interpret survey results; and use findings to prepare reports; in collaboration with Association staff and Officers
- Assist the President with communications, such as emails and announcements, including tasks that require collaboration with, or support to, Association staff and Officers
- Provide backfill support for communications-related duties as required, when other Association staff are on vacation or absent for no more than three weeks

4. **Responsibility:** Research and Policy Development: 5 - 10%

Duties:

- Works with MSO II to analyze trends in membership services and grievance files and develop recommendations for the Association
- Conduct research on issues of concern, including quantitative and statistical analysis, as assigned by the President or assigned committees
- Conduct database management and survey design to support research projects
- Monitor government policy decisions to identify emerging issues for the faculty association sector
- Prepare briefing notes for Officers to communicate the status and impacts of identified issues of concern



- Develop policy and policy recommendations to support Membership services programming and collective bargaining, in consultation with ADRC, CAC, and EC
- Develop other policy recommendations, as needed
- Provide guidance and mentorship to work study, co-op, and Canada Summer Jobs students who are assigned research

5. Responsibility: Collective Bargaining: 5 – 50%

Duties:

- Provide logistical, administrative, research, communications, and labour relations support and advice to the Chief Negotiator, Negotiating Team, and Collective Agreement Committee (CAC), in collaboration with Association staff
- Coordinate pre-bargaining organizing, including but not limited to survey design, member consultation, forums/workshops, research, and communications
- Consult with Officers and Association staff on the appropriate division of labour among Association staff for Membership services, communications, and governance during pre-bargaining and bargaining periods

QUALIFICATIONS:

Required:

Education and Experience

- Undergraduate degree and 3 years of relevant experience

Labour Relations / Membership Services

- Experience or advanced education in labour relations
- Solid understanding of collective agreements and employment benefits
- Understanding and strict adherence to the maintenance of confidentiality
- Understanding of relevant privacy considerations in the context of a membership services portfolio
- Ability to exercise tact, discretion, professionalism, and good judgment at all times

Collective Bargaining

- Experience in collective bargaining
- Understanding of relevant privacy considerations in the context of collective bargaining

Communications

- Experience in communications
- Excellent written communication skills with the ability to write a variety of documents, such as briefing materials, reports and correspondence
- Experience presenting complex materials to stakeholder groups

Research & Policy Development

- Experience in research and analysis (quantitative and qualitative)
- Strong analytical and conceptual skills, with an ability to apply creative and critical thinking to research and analysis
- Experience in policy development



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- Experience drafting policy papers

Administration

- Strong organizational skills, with an ability to manage multiple projects and files simultaneously
- Ability to take initiative and work independently, prioritizing and exercising sound judgment with a demonstrated ability to organize and execute
- Ability to work collaboratively with people at all organizational levels
- Ability to proactively develop and maintain effective working relationships with key contacts in government, member institutions and other stakeholders
- Working knowledge of Microsoft Office applications, basic website software and social media

Preferred:

- Knowledge of labour relations in an academic environment
- Knowledge of labour, employment, equity and human rights laws and policies
- Knowledge of the University of Victoria and surrounding community
- Experience providing governance support to committees

Employee's Signature:	Date:
Supervisor's Signature:	Date: