



**NSGEU STAFF VACANCY
LABOUR RESOURCE CENTRE REPRESENTATIVE
COMPETITION #2019-04
Two (2) Positions**

The Union presently has openings for two (2) full-time, Labour Resource Centre Representatives.

Duties:

The Labour Resource Centre Representative is the first point of contact for members and the general public for all incoming inquiries via telephone or e-mail that are received by NSGEU. Incoming inquiries are managed to completion or referred to the appropriate person or area. Responsible for providing general advice and information relating to collective agreements, NSGEU policy, workplace concerns and union activities as well as identifying issues that relate to communications.

Qualifications:

Grade 12 education supplemented by a minimum of 2 years' experience with customer service. Strong communication skills and customer service orientation with experience in handling complaints, concerns and inquiries by telephone. Candidate must demonstrate strong computer skills with proficiency in typing, knowledge of e-mail, internet and database programs as well as a general understanding of contract, legislation and regulation language. Knowledge of and demonstrated activism within the NSGEU and its structure, both internally and within the labour movement will be considered an asset.

Salary: Range from \$52,826 – 63,962

Closing: Please submit your resume and cover letter (merged into one document), outlining your qualifications, skills and experience and identifying the competition number, to: NSGEU, Ms. Robin MacLean, Executive Director, 255 John Savage Avenue, Dartmouth NS B3B 0J3 or e-mail to jobs@nsgeu.ca or via facsimile at 428-0190 **no later than 5:00 pm on Friday, May 17, 2019.**

No interviews from outside IAMAW, Local 2797 and NSGEU memberships shall take place until such time as all qualified applicants from the above have been interviewed and no successful candidate found. NSGEU will request time for union leave for the successful applicant where necessary.