



## **RESOURCE CENTRE REPRESENTATIVE**

**LOCATION:** WINNIPEG, MANITOBA

**POSTED:** SEPTEMBER 6, 2024

**POSTING ID:** 20240920RCR

---

The Resource Centre Representative is a first point of contact for MGEU members and will provide and exchange information, problem solve through contract and legislation interpretation, answer questions/concerns, provide advice, and if required, redirect the member to the appropriate staff for further assistance.

### **RESPONSIBILITIES**

---

- Intake and assess email and telephone inquiries and determine initial action required.
- Provide advice to MGEU members through reviewing the pertinent collective agreement, the constitution, or other relevant employment legislation.
- Provide support and direction to MGEU Activists on steward roles and responsibilities, MGEU software (The Source), and website functions.
- Use MGEU tools and resources to appropriately respond to the inquiry. If required, refer to the appropriate staff to ensure the member is dealt with in a timely fashion.
- Assist non-members (retired, on leaves, other callers) and if applicable direct them to the resources available to them.
- Document in detail all inquiries in the database, assess which staff member needs to be notified of the inquiry and set up tasks to the attention of those staff.
- Provide support to Staff Representatives.
- Keep informed through self-directed learning on new or updated information (collective agreements, publications, communications, etc.) to use for future work with members.
- Other duties as assigned.

### **QUALIFICATIONS**

---

- A labour relations or related degree; or three (3) years of union activist experience handling investigations, discipline and return to work meetings with members and employers; or the equivalent combination of education and experience.
- An understanding of labour values and union.
- Ability to read and interpret collective agreements and other related legislation and regulations.
- Exceptional customer service focus and experience in a customer service function.
- Excellent phone etiquette skills.
- Good computer skills; able to work with Microsoft Office and other databases.
- Strong keyboarding skills (50 wpm).
- Strong interpersonal skills - verbal and written communication, listening, decision making, and problem solving skills.
- Ability to deal with sensitive issues and emotionally charged individuals.
- Detail oriented, able to multitask; have strong organizing, planning, and prioritizing skills.
- Previous call centre experience is considered an asset.

**Please forward resume to [humanresources@mgeu.ca](mailto:humanresources@mgeu.ca) by September 20, 2024 at 4:00pm**

---

To protect the health and safety of MGEU members and staff, all personnel working at MGEU offices are required to provide proof that they have received two doses of vaccination against COVID-19 *or* equivalent single dose approved by Manitoba Health.