

## **DFA Hiring Membership Services Officer**

The Dalhousie Faculty Association (DFA) is the exclusive bargaining agent for more than 1,000 professors, instructors, professional librarians and professional counsellors of Dalhousie University. Our Members are located on three campuses: Halifax and Truro (Nova Scotia); and Saint John (New Brunswick).

We are expanding our team and hiring a Membership Services Officer. This is a probationary, full-time position.

The Membership Services Officer reports to the Office Manager and is part of a close, dynamic, and collaborative team of staff and volunteers dedicated to promoting the interests of Members by identifying and seeking resolution to workplace issues, providing daily service and support, and endeavoring to improve Members' working conditions as they carry out their teaching, research and service duties.

### Duties and responsibilities

- provide information and assistance to Members on issues relevant to their terms and conditions of employment under the DFA/Dalhousie Board of Governors Collective Agreement, university policies and guidelines;
- work in collaboration with the Professional Officer to prepare and manage informal and formal grievances;
- monitor and review reports provided by Dalhousie administration under provisions of the DFA/Board collective agreement;
- coordinate and present at orientation events for new Members;
- attend meetings of the Executive Committee, Grievance Committee, Staff/Management team;
- take Grievance Committee meeting minutes;
- support the collective bargaining process with research, proposal development and other tasks; and
- perform other relevant duties as required.

### Qualifications and experience

- a university degree and knowledge of the university environment (experience in the higher education sector is an asset);

- experience in labour relations and a solid understanding of collective agreements and employment benefits (experience in contract interpretation within a labour relations context would be an asset);
- excellent interpersonal, communication, and advocacy skills;
- proven ability to take initiative and exercise good judgment when working independently and collaboratively as part of a small team;
- proven ability to manage a challenging and diverse workload;
- proficiency with word processing, email, spreadsheets, databases and on-line video conferencing (e.g., Zoom, Teams); and
- proficiency in French or another language, other than English, is an asset.

#### Hours, location and compensation details

35 hours per week (Monday to Friday). On approval of the Office Manager, duties may be performed in a hybrid format. This position is part of the Dalhousie Faculty Association Staff Union. The minimum annual salary rate is \$79,914. Pension and benefits provided.

#### Application process

Email a resume and cover letter to [dfa@dal.ca](mailto:dfa@dal.ca) (subject line: Application for Member Services Officer Position). Applicants invited for an interview will be asked to provide references.

Preference is designated for Black, Indigenous, or Person of Colour (BIPOC).

**In your application, please self-identify if you are BIPOC.**

#### Dates

Applications must be received by September 6, 2024 by 3:30 p.m.

Review of applications will begin September 9, 2024. Short-listed applicants will be invited for an on-line interview shortly thereafter. Only short-listed candidates will be contacted. The anticipated start date for the position is October 7, 2024.