



ASSOCIATION OF EMPLOYEES SUPPORTING EDUCATION SERVICES

880 Harrow Street East | Winnipeg, Manitoba R3M 3Y7
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Proud Member of the Confederation of Canadian Unions

POSITION VACANCY

Applications are invited for the full-time position of Member Services Officer for the Association of Employees Supporting Education Services (AESES), bargaining agent for more than 3,000 employees of the University of Manitoba, The University of Winnipeg and St. Andrew’s College.

To apply, please submit your cover letter and resume via email with the subject line, “Member Services Officer Application” to Colleen Thompson, Executive Director, at cthompson@aeses.ca. Applications must be received no later than **Sunday, February 2, 2025**.

Position:	Member Services Officer (Administrative Assistant 4)
Salary (Annual):	\$57,694.00 - \$82,173.00, plus benefits package
Proposed Start Date:	March 3, 2025
Hours of Work:	8:30 a.m. – 4:30 p.m., Monday to Friday (occasional overtime will be required with this position)
Probation/Trial Period:	420 hours worked
Location:	AESES Business Office, 880 Harrow Street East

RESPONSIBILITIES:

Interpretation and Representation – Under the guidance of the Executive Director and Labour Relations Officer, the incumbent assists in the administration of the Collective Agreements to which the Association is a party, specifically:

- Interpreting the Association’s Collective Agreements beginning at the basic level and progressing to intermediate with appropriate training provided by the Executive Director and Labour Relations Officer.
- Handling members inquiries and problems, advising within parameters established by the Executive Director and Labour Relations Officer. In doing so, the incumbent will discuss with the member the issue and concerns. For complex inquiries and problems the incumbent will gather facts relevant to the problem and provide a written summary to the Executive Director and/or Labour Relations Officer. Maintains on-going contact with members.
- Attending position discontinuance meetings with members and university representatives to explain the relevant provisions of the appropriate Collective Agreement(s).
- Maintaining contact with laid-off members ensuring the member knows their rights during lay-off.
- Maintaining documentation of problems and resolutions for the reference of other Association employees and officers.

- Identifying problem areas in the Collective Agreement(s) and recommending new provisions and amendments to the Executive Director and/or Labour Relations Officer.
- Drafting correspondence and/or briefs for the Executive Director and Labour Relations Officer with respect to contract administration.

Collective Agreement Negotiations – Assists the Executive Director and Labour Relations Officer with Collective Agreement negotiations by:

- Researching, analyzing and preparing reports on issues of concern (e.g. costing of proposals, salaries, benefits, contract clauses, etc.)
- Collecting data, preparing proposal packages as directed, and maintaining records.
- Prepares negotiated collective agreement(s) for signing and publication with the Communications Officer.

Job Evaluation and Classification Administration

- Assists Association members in reviewing, updating and revising their job position descriptions as requested.
- May participate in the review and/or appeal process by evaluating job/position descriptions using the Hay Point Evaluation System.

Other Related Duties:

- Participates in other special projects and Association activities as required.
- Writes articles for “*inside AESES*” as directed.
- Performs other duties as assigned.

QUALIFICATIONS:

Formal Education and Designations:

- University degree, preferably specializing in Labour Studies, with 1-2 years of experience in a union environment, OR
- 5 years of directly related experience.

Skills, Knowledge, Abilities:

- Excellent communication and listening skills is required.
- Good working knowledge of Microsoft Office.
- Hay Evaluation System training would be an asset.
- Courses in mediation and conflict resolution desirable.
- Ability to work well in a demanding environment is required.
- Must possess tact and diplomacy.
- Must be able to follow direction.