



The Union of National Employees
Le Syndicat des employées et employés nationaux

Position Title: National Administrative Services Assistant

Position Number: 205(C)

Band Level: Under Review

Position Description

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Supervisor Position Title: Director Finance & Administration

Supervisor Position Number: 204

Position Designated Bilingual: Yes

Purpose of Position

Under the direction of the Director of Finance & Administration, this position provides a broad range of administrative services that support the operational and political responsibilities of the Union of National Employees.

Statement of Responsibilities

The position is responsible for administrative services in support of member representation and collective bargaining services by:

- Opening grievance and complaint files and updating the database. Analyzing grievance files and staffing complaints, researching to identify and gather missing information and forwarding to the assigned representative.
- Administering the call-out process for bargaining proposals, receiving and reviewing proposals to ensure validity, formatting final documents for submission to delegated bodies and updating the database. Attending and recording minutes for the UNE Collective Bargaining Committee meetings. Monitoring the PSAC collective bargaining schedule for the UNE employer groups.

The position is responsible for administrative and logistical support and services to Convention, Conferences, seminars and meetings by:

- Formatting and proofreading documentation, verifying applications and recording in the database. Preparing delegate packages and reports and coordinating special needs equipment, assisting with on-site registration and ensuring event materials are packaged and returned at the end of the event. Liaising with members, suppliers, National Executive and UNE staff.
- Drafting and maintaining minutes for the National Conference Steering Committee, as required.
- Drafting and formatting convention committee reports.
- Liaising with PSAC Regional Offices to coordinate the participation of the UNE delegates and observers to PSAC Regional Conventions and identify UNE logistical requirements.



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The position is responsible for administrative and logistical support and services to the Component, Local Executives, consultation and standing committees by:

- Receiving, reviewing, editing, formatting and updating Local Bylaws, identifying discrepancies and maintaining Local bylaws in the database. Providing guidance to local and regional teams for compliance with Local Standing Bylaws and responding to Local bylaw enquiries. Preparing correspondence to submitting Local and referrals to Committee and preparing final bylaw documents for distribution and posting.
- Providing support to the NLMCC including sending call-outs to members for consultation committee appointments, receiving and verifying applications, preparing appointment letters, maintaining updated records and responding to inquiries. Sending call-outs to members for agenda items, providing administrative support, attending and recording minutes of pre and post NLMCC and attending NLMCC as required to take notes.
- Liaising with Local Executives to maintain updated database records of Local Executives and preparing mailing labels, as required.
- Attending and recording minutes of various Standing Committees, updating and distributing meeting documents, preparing Committee reports and appendices and following up on actions originating from the meetings.
- Providing administrative and reception services to the overall organization including but not limited to, greeting and directing visitors, answering phone calls, emails and general questions ensuring the accuracy and respecting the confidentiality of the information provided or received. Processing incoming and outgoing mail and ensuring accurate distribution, preparing, formatting and photocopying letters, charts and reports and arranging for translation. Coordinating conference calls and boardroom bookings and maintaining office supplies and equipment.
- Maintaining computer and print subject files, saving and maintaining documents on shared drives, scanning, filing and retrieving records in the document management system and reviewing record retention status.
- Maintaining the UNE general email box by reviewing enquiries, researching, replying and/or redirecting to appropriate bodies as required.

Knowledge

- The position requires strong knowledge of administrative and meeting practices, policies and procedures in order to provide administrative services and support to assigned teams and committees.
- The position requires advanced computer skills to maintain databases and create a variety of documents using associated software applications.
- The position requires knowledge of grammar, spelling, letters, minutes and report composition



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to transcribe, proofread, edit and produce accurate documents using word processing, spreadsheet or database software.

- The position requires knowledge of records management to develop, maintain and update effective filing and document management systems.

Interpersonal Skills

- As a front-line contact, the position communicates with a variety of internal and external contacts, including Component and PSAC staff, National Executive Officers, Locals, union members, government, employer representatives and suppliers.
- The work requires appropriate telephone communication skills to obtain information from callers, who at times may be upset, in order to assist or direct the call. The incumbent must be able to respond to requests in a quick manner and communicate or obtain clear information.

Concentration

- Significant amount of time is spent using a computer to input data and prepare correspondence. Accuracy, precision and attention to detail are important requirements of this position.
- There is a need to perform multiple tasks concurrently with time sensitive deadlines and must deal effectively with interruptions and changing priorities.
- The position must be attentive at meetings to accurately record minutes.
- The position is routinely interrupted by phone calls and e-mails from members, co-workers or service providers. Concentration is required to actively listen to provide accurate information and advice.

Physical Demands

- The position must use a computer and its associated peripherals for extended periods of time and operates various office equipment. There is a requirement for speed and precision in keyboarding.
- The position requires prolonged periods of sitting during meetings as well as physical strain associated with bending (filing).
- Occasionally, there is a requirement for physical effort up to 10lbs. to pack/lift boxes of administrative materials.

Complexity

- The position requires the incumbent to undertake a broad range of administrative duties that are different and at times under tight deadlines (meetings, travel, accommodation, catering, grievance files, collective bargaining proposals, staffing complaints, updating bylaws,



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supporting Committees, word processing, data entry and proofreading,). Must demonstrate initiative, creativity and flexibility to adapt to changing demands and priorities and to resolve routine issues related to missing/incomplete data and/or meeting arrangements or documents.

- The position must maintain a records management system that ensures the efficient storage and retrieval of information, both manually and electronically.
- The position is often required to answer enquiries and/or gather requested information in order to respond accurately and effectively to requests.

Impact

- This position has a direct impact on members through ensuring that grievance and complaint files are opened in a timely manner, that deadlines are met, and that meeting logistics are coordinated in an accurate and timely manner.
- Generally, errors are administrative in nature and may be resolved easily, although a failure to meet the grievance external referral deadlines or inaccurate meeting arrangements may have a significant impact on the members or National Executive and may cause embarrassment and possible financial impact to the UNE.

Responsibility for Information

- The position is responsible for filing and retrieving information for the UNE.
- The nature of the work, processing member grievance and complaint files and collective bargaining proposals, requires the incumbent to demonstrate a high level of tact and discretion in preparing, obtaining, disclosing, recording and handling information of a confidential, political, controversial and sensitive nature.
- At all times, this position is required to protect and safeguard all forms of personal, sensitive, organizational and highly confidential information in accordance with federal, parliamentary and provincial privacy acts and regulations, as well as UNE's privacy policies.

Development and Leadership of Others

- The position provides advice and guidance to internal staff, elected officers, and members concerning administrative procedures. The position provides training on administrative procedures for new hires, as required.

Environmental Working Conditions

- At the employer's location, the position works in an open office. When working at the meeting/event site, the position must adapt to the space allocated at the venue where there is limited control over the privacy or ability to control work area (e.g. temperature (hot/cold)).



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- The position may be required to travel occasionally.

Qualifications

- Successful completion of post-secondary education in Administration or an equivalent combination of training and experience relative to the responsibilities of the position.
- Strong organization, administrative, secretarial and meeting planning skills combined with a minimum of two years' experience working in an administrative role.
- Understanding and demonstrated commitment to union principles and social justice.
- Strong English and French communication skills both orally and in writing; proficiency in spelling, vocabulary and in the application and usage of French and English grammar.
- Strong computer skills including the Microsoft Office Suite, Windows, word processing, spreadsheet, email and database software.
- Strong time management skills to deal effectively with multiple tasks, changing priorities, meet strict deadlines and fulfilling obligations while remaining focused during interruptions and distractions.
- Ability to work independently and cooperatively with others in a team environment.
- High degree of confidentiality, self-motivation, initiative, good judgment, adaptability, problem-solving and reliability, coupled with strong attention to detail and organizational and customer service skills.
- Knowledge of the political and operational structure of a union organization would be considered an asset.