

May 13, 2024

Job Posting (Internal and External)

Position Title: Member Services and Communications Officer

Position Type: Full-Time Limited Term Appointment

Term Length: 1 year (with the possibility of renewal)

Application Deadline: Friday, May 31, 2024

The Carleton University Academic Staff Association (CUASA) is the certified trade union representing approximately 1,000 faculty, instructors, and professional librarians at Carleton University. Originally founded in 1952 and certified in 1975, the Association is the oldest union for academic staff in Ontario.

CUASA is seeking a Member Services and Communications Officer on a one-year limited term appointment (with possibility of renewal). The Member Services and Communications Officer is the professional staff person whose primary responsibilities are member development, mobilization and organization, provision of association services, including day-to-day services to members, and both internal and external communications on behalf of the Association.

The ideal candidate will have a post-secondary degree and possess an in-depth understanding of the post-secondary education sector, in addition to significant experience in labour or community organizing.

A full job description and list of qualifications can be found below.

The Carleton University Academic Staff Association is an equal-opportunity employer. Members of equity-seeking groups are encouraged to self-identify. Women, workers of colour, workers with disabilities, gay, lesbian, bisexual, queer and transgender (LGBTQIA2+) workers, Indigenous workers, and workers of any other equity-seeking groups are encouraged to apply for this position.

The starting salary for this position is \$79,400.00 per annum (under review). CUASA also provides competitive benefits and pension plans. This position is a unionized position and governed by the [CUASA- Unifor Local 567 collective agreement](#).

Please note: CUASA staff currently primarily work remotely. The successful candidate should expect to work remotely but may be expected to work in-person at the Carleton University campus, especially as collective bargaining ramps up. Accordingly, the successful candidate should reside at a reasonable commuting distance from Carleton University. Working arrangements are subject to operational requirements and the terms of the collective agreement.

Applications must be received by May 31, 2024, at 4:00 PM. Applicants must include a cover letter (max. 1.5 pages) and CV in a single PDF, as well as samples of work in the areas of communications, graphic design, web design or other related areas for this position (no more than five (5) pages). Applications should be sent to the attention of the Hiring Committee to staffadmin@cuasa.ca. Please direct any questions to the same email.

Job Description: Member Services and Communications Officer

Preamble: The Member Services and Communications Officer is the professional staff person whose primary responsibilities are member development, mobilization and organization, provision of association services, including day-to-day services to members, and both internal and external communications on behalf of the Association, and ensuring the effective functioning of all information technology used by the Association. The member services office maintains the quality and expands the range of services that the Association provides to its members.

Reporting Lines: Reports to and works under the general direction of the President or designate, normally via the Executive Director.

The duties and responsibilities of the Member Services and Communications Officer are:

- a. Providing support to the Association's committees, including attending meetings when asked, collecting data, conducting research, and otherwise helping to implement initiatives of these committees, when delegated to do so by the President or the Executive Director or in collaboration with the relevant Chairs.
- b. Providing research assistance and preparation of research projects as needed, including collection and analysis of data and statistics for the Association as requested by a Presidential Officer, Council, or Steering.
- c. Attending meetings of Campus United on behalf of the Association, and other bodies when delegated by the President or the Executive Director.
- d. Supporting administrative aspects of the negotiation process between the Association and Carleton University, including but not limited to: extensive research on issues related to bargaining; assisting in the drafting of language; preparation of materials; keeping records; taking minutes at the bargaining table; attending bargaining sessions, arranging meeting logistics; and regular communications with the memberships.
- e. Organization of and outreach to the membership around key issues related to bargaining including leading up to a strike vote or any form of strike action.
- f. Providing information and advice to members regarding the Collective Agreement, sometimes in conjunction with officers and members.
- g. In consultation with relevant committee chairs, developing and coordinating events, campaigns, and other activities designed to increase member involvement in the association and to increase member and non-member awareness of Association issues.
- h. With input from the relevant committee chairs, designing, developing content for, writing, editing, and distributing Association publications including, but not limited to, the CUASA communique, social media accounts, and the website.
- i. Administering and analyzing electronic votes and surveys, as directed by the President, Executive Director, Vice-President, Chair of Nominations and Elections, or other officer of CUASA.
- j. As directed by the President, the Executive Director, or relevant committee chairs, preparing and delivering information presentations and training sessions to the CUASA membership.
- k. Ensuring the effective functioning of all information technology used by the Association, including but not limited to the Association's mailing lists, website, databases, electronic surveys discussion forums and technologies provided through CCS, as well as Association-owned hardware.
- l. Taking minutes at Meetings of the General Membership, Council and Steering as needed with the approval of the Executive Director.
- m. Temporarily performing the duties and responsibilities of other staff when required.
- n. Meeting with academic job candidates to provide advice on Carleton University and the Association.
- o. Engaging in professional development activities to enhance their ability to serve the membership.

p. Any other duty that the President may request.

The qualifications of the Member Services and Communications Officer are:

- a. A post-secondary degree.
- b. An in-depth understanding of the post-secondary education sector, and the workplace issues faced by academic staff.
- c. Significant experience in labour or community organizing, including demonstrated experience conducting outreach and developing communications materials in a labour or non-profit context.
- d. Superior interpersonal and communication skills (written and verbal).
- e. Demonstrated experience with communication design and execution in a similar environment.
- f. Strong information technology skills.