



Saskatchewan Government and General Employees' Union

WORKING
TOGETHER FOR
SASKATCHEWAN

Member Services Officer – Regina

Permanent full-time: 2 positions

Posting #2025-08 internal/external job posting

Posting Date: April 23, 2025

Closing Date: May 5, 2025, by 5:00 pm

Pay Band 9 (\$35.08 to 41.30 per hour)

Are you dedicated to creating impact?

Join SGEU today!

Discover how SGEU is leading advocacy that creates inclusive, just, and safe Saskatchewan workplaces.

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The Saskatchewan Government and General Employees' Union (SGEU) has a rich 100-year history as a made-in-Saskatchewan labour partner. We are a membership driven union that advocates for healthy productive work environments and inclusive representation.

OUR WORKPLACE

SGEU fosters a collaborative work environment rooted in excellence, providing a range of labour relations services to over 20,000 members across Saskatchewan. Guided by a culture of teamwork, professionalism, and accountability, we operate on the traditional territories of Treaty 4 (Regina) and Treaty 6 (Saskatoon and Prince Albert) and the homeland of the Métis nation. We are grateful for the opportunity to live and work on these lands and remain committed to advancing truth and reconciliation.

WHAT YOU'LL DO

SGEU's Member Services Officer acts as a first point of contact to support steward inquiries and responds by fielding the escalation of needs, resolving conflict, and/or providing initial guidance and recommendations. Member Services Officers (MSO) are well versed in union procedures, collective agreement interpretation, de-escalation of high-stress interactions, steward processes, and how to serve members through SGEU's elected steward structure.

WHO YOU ARE

Candidates will have the following qualifications:

- A post-secondary degree in a related field such as Labour Relations, Human Resources, Industrial Relations, Human Justice or Social Work, combined with experience in conflict resolution, advocacy and/or elected roles, or an equivalent combination of education and experience;
- Thorough understanding of a union's legal framework and environment, including statutes such as *The Saskatchewan Employment Act* and *The Saskatchewan Human Rights Code*;
- Thorough understanding of Collective Bargaining Agreement (CBA) rules of interpretation;
- Excellent written and oral communication skills, typically demonstrated by preparing communication to support grievance processes;
- Experience working in an automated office environment using most features of Microsoft Office 365 such as: Word, Excel, Power Point, Outlook, and TEAMS;
- Experience providing service-oriented support in a professional, empathetic, and timely manner with an established record establishing and maintaining functional relationships with internal and external stakeholders.

Candidates will have the following primary duties and the knowledge, skills and abilities to complete them:

- Is responsible for day-to-day explanation of collective agreement language using the rules of construction;
- Successfully navigates a range of interpersonal dynamics and provides support to frequent steward inquiries;
- Provides best practice advice to stewards on informal dispute resolution processes and formal grievances procedures;
- Establishes and maintains functional relationships with stewards, labour relations officers, members, senior SGEU staff, SGEU elected officials, and others as required;
- Supports and guides stewards and members through situations of conflict and highly emotional circumstances;
- Prepares for and supports at labour schools and other training and/or events sponsored by SGEU, our affiliated trade union partners and the labour movement;
- Is accountable for accurately updating SGEU's member information systems and databases;
- Provide excellent first-point-of member and client relationship services and de-escalation of emotional circumstances and conflict resolution; and
- Supports and participates in SGEU campaigns and activities.

HOURS OF WORK & TRAVEL

These positions are based in Regina, Saskatchewan and designated as Office Employee and work eight (8) hours per day during SGEU's core hours from 8:00 am-5:00 pm, in a 5/4 work arrangement. Member Services Officers may be required to travel throughout Saskatchewan, including some overnight stays.

OUR COMMITMENT TO DIVERSITY

We value respect, learning, co-operation, dignity, equality, justice and diversity. SGEU is actively engaged in creating a workplace that is as diverse as the membership we serve and encourages applications from designated groups.

OUR BENEFITS

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| • Competitive salaries | • Pension plan |
| • Earned days off | <i>(10% employer funded, 8% employee funded)</i> |
| • Dental care benefits | • Continued education and professional development |
| • Extended health care benefits | |
| • \$500/year, Health Spending Account | |
| • LTD coverage | |

HOW TO APPLY

If this role and SGEU sounds like an exciting fit for you, we invite you to apply! Candidates must be eligible to work in Canada. Any required work permits or other authorizations which may be required is the sole responsibility of the candidates applying for this position. Candidates are asked to provide a cover letter and résumé detailing your specific experience as it relates to this competition to recruitment@sgeu.org