NSGEU STAFF VACANCY
RESOURCE CENTRE REPRESENTATIVE - EXTERNAL
PERMANENT FULL-TIME – DARTMOUTH NS

COMPETITION #2026-13

The NSGEU is seeking a permanent full-time Resource Centre Representative for our head office in Dartmouth NS.

DUTIES:
The Resource Centre Representative is the first point of contact for members and the public for all incoming inquiries via telephone or e-mail that are received by NSGEU. Incoming inquiries are managed to completion or referred to the appropriate person or area. Responsible for providing general advice and information relating to collective agreements, NSGEU policy, workplace concerns and union activities as well as identifying issues that relate to communications.

QUALIFICATIONS:
Grade 12 education supplemented by a minimum of 2 years' experience with customer service. Strong communication skills with experience in handling complaints, concerns, defusing challenging conversations, and inquiries by telephone. Candidate must demonstrate strong computer and keyboarding skills including a proficiency in Microsoft Office 365 (Outlook, Word, Excel and Access). As well as a general understanding of contract, legislation, case law, and regulation language. Must have an understanding of NSGEU structure. Knowledge of and demonstrated activism within the NSGEU and its structure, both internally and within the labour movement will be considered an asset.

MUST POSSESS SKILLS:
Working in a small team, in a fast-paced environment having the ability to acclimate to a changing and fluctuating environment is an asset. A Resource Centre Representative must have attention to detail, ability to multitask, work with deadlines and take direction. Ability to handle constructive comments and observations from supervisor and management. Will be required to work within a Monday to Friday rotating schedule.

The NSGEU is committed to diversity in the workplace, and we encourage applications from candidates from all equity seeking groups. Candidates who identify as being from any equity seeking community are encouraged to voluntarily self-identify in the application process.

PAY LEVEL: Starting at $62,451

CLOSING: Interested applicants please submit your resume and cover letter (merged into one document) identifying the competition number, outlining your qualifications, skills and experience to: NSGEU, 255 John Savage Avenue, Dartmouth NS B3B 0J3 or e-mail to jobs@nsgeu.ca or via facsimile at 902-428-0190 **no later than 5:00pm October 6, 2026.**

We thank all applicants for their interest but wish to advise that only candidates selected for an interview will be contacted further. No interviews from outside IAMAW, Local 2797 and NSGEU memberships shall take place until such time as all qualified applicants from the above have been interviewed and no successful candidate found. NSGEU will request time for union leave for the successful applicant where necessary.