



UNION OF NATIONAL EMPLOYEES (UNE) – PSAC Employment Opportunity

COMMITTED TO EQUALITY IN THE WORKPLACE

Competition Start Date: May 7, 2026

Selection Process:	RECR-2026-02-RepAssist
Position Title:	Representation Assistant
Employment Type:	1 Indeterminate (permanent) positions
Classification:	Band 9
Language:	Bilingual Essential
Salary:	\$94,914 to \$106,820 plus \$1,500 Bilingual Allowance (expired: April 30, 2024)
Group:	AEU, Unit III
Location:	Union of National Employees (UNE) – PSAC 150 Isabella Street, 9th Floor Ottawa, Ontario K1S 1V7
Search Area:	Internal; AEU membership; UNE membership; General Public
Closing Date:	May 21, 2026, at 4 p.m. (EST)

Join the UNE – Where Dedicated Service and Passion Converge

Step into a role where every effort counts, and every contribution is celebrated. At the Union of National Employees (UNE), our diverse community is powered by committed and dedicated employees who provide exceptional service to our 27,000 members across 73 dynamic workplaces. Together, we champion workers' rights, human rights, and social justice with unwavering passion.

Since 1967, UNE has stood as a beacon for empowering voices and embracing unique perspectives across public, private, and non-profit sectors. We believe that our strength lies in our diversity, and we foster an inclusive environment where every idea is valued and every individual can thrive.

By joining our team, you'll enjoy:



- **Generous Time Off:** Kickstart your journey with three weeks' vacation, plus extra paid leave to support your wellness.
- **Flexible Work Arrangements:** Experience a dynamic hybrid model with a minimum of two days per week at our office in Ottawa, or at another location determined by the UNE if you do not reside in the National Capital Region.
- **Outstanding Benefits:** Benefit from competitive group plans—including Health, Dental, Life, and Disability Insurance—fully paid by UNE.
- **Financial Security:** Secure your future with our Defined Benefit Pension Plan featuring balanced (50/50) contributions.
- **Continuous Growth:** Receive robust support for professional development and a wellness allowance of \$1,600 per year.

If you're driven by a commitment to service and ready to contribute to a legacy of positive change, UNE is the perfect place for you. Join us and be part of a team that makes a real difference in the lives of 27,000 members and beyond.

Discover your next career chapter with UNE – where your passion meets purpose!

Learn more about the [UNE's Mission, Vision and Values](#).

PURPOSE OF POSITION

Under the direction of the Director, Membership Representation and Labour Relations, the Representation Assistant provides administrative and coordination support for grievance handling, member representation, and labour relations processes.

The role ensures the accurate and timely processing of grievance and complaint files, supports Labour Relations Officers, and contributes to the effective administration of representation services.

SUMMARY OF DUTIES

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

- Scheduling final level hearings.
- Assigning grievance files to National Labour Relations Officers.
- Coordinate, for the Director, the scheduling of meetings with employers' labour relations staff.
- Managing the Director's schedule.
- Other assigned duties within the MRLR section.



STATEMENT OF RESPONSIBILITIES

1. Processing referrals to arbitration, adjudication and various administrative tribunals by: (approximately 60%)

- ✓ Conduct initial analysis of grievance, complaint, and representation requests, including assessing the nature and complexity of issues, identifying related grievances, determining applicable collective agreements and timelines, and identifying appropriate procedural paths.
- ✓ Analyze atypical or multi-issue requests and refer matters to appropriate internal or external resources (e.g., PSAC).
- ✓ Ensure accurate and timely processing of files, including compliance with collective agreement and legislative timelines.
- ✓ Monitor, verify, and track grievance deadlines, documentation, and procedural requirements to ensure accuracy and mitigate risk.
- ✓ Identify and escalate issues related to grievance processing, timelines, or coordination to Labour Relations Officers or the Director.
- ✓ Assign files to Labour Relations Officers in accordance with established procedures.
- ✓ Coordinate with employer representatives regarding scheduling, timelines, and procedural requirements, including resolving issues and clarifying expectations.
- ✓ Communicate with members, UNE elected officers, and PSAC representatives regarding grievance processes, timelines, and scheduling, including managing sensitive or contentious interactions.
- ✓ Maintain bring-forward systems, hearing schedules, and contact lists to support grievance coordination.
- ✓ Review grievance and complaint files, including those containing sensitive or distressing content, ensuring professionalism and discretion.

2. Providing secretarial support to Representation Section Officers as assigned by: (approximately 30%)

- ✓ Prepare, format, and process correspondence, legal documents, notices of hearing, reports, and case summaries.
- ✓ Draft, proofread, and validate legal, procedural, and bilingual documentation for accuracy and completeness.
- ✓ Coordinate meetings, appointments, and logistical arrangements.



- ✓ Ensure timely follow-up on files, including tracking settlements, closing files, and communicating updates to stakeholders.
 - ✓ Manage incoming and outgoing correspondence, including screening, logging, and distribution.
3. *Provide office administrative services to the Representation Section by: (approximately 10%)*
- ✓ Respond to inquiries from members, staff, and elected officers regarding grievance processes and scheduling.
 - ✓ Assist members by directing them to appropriate resources regarding their rights and obligations under collective agreements and legislation.
 - ✓ Handle confidential and sensitive information, ensuring proper disclosure, protection, and compliance with privacy requirements.
 - ✓ Maintain and safeguard grievance databases and information systems (e.g., Unionware).
 - ✓ Support coordination of document management, hearings, meetings, and events.
 - ✓ Provide training and guidance on work processes to new administrative staff and support the onboarding of new officers.
 - ✓ Participate in staffing selection boards as required.
 - ✓ Support preparation and delivery of training sessions, workshops, and conferences.
 - ✓ Contribute to a respectful and inclusive workplace by supporting equity, diversity, and anti-oppression principles.

QUALIFICATIONS:

Education

- Post-secondary education in office administration, legal administration, labour relations support, or a related field, or an equivalent combination of education and experience.

Experience

- Experience providing administrative support in a unionized or labour relations environment.
- Experience managing sensitive or contentious interactions with stakeholders.
- Experience working with grievance or complaint processes and strict procedural



timelines.

- Experience handling confidential and sensitive information.
- Experience coordinating schedules, deadlines, and multi-party processes.

Knowledge:

- Knowledge of grievance handling processes and procedural requirements.
- Knowledge of collective agreements and applicable labour legislation.
- Knowledge of privacy principles and information management practices.
- Understanding of union environments and stakeholder relationships.
- Understanding of the implications of errors in grievance processing.

Abilities:

- Strong analytical and organizational skills
- Ability to manage multiple priorities and deadlines with high accuracy
- Ability to communicate effectively in sensitive or contentious situations
- Ability to review and validate detailed documentation
- Ability to exercise sound judgment and discretion
- Ability to work in a fast-paced, interruption-prone environment
- Proficiency with Microsoft Office and database systems
- Strong communication skills in both official languages.

Personal Suitability

- Sound judgment and professionalism
- High level of discretion and confidentiality
- Attention to detail and accuracy
- Initiative, reliability, and adaptability
- Strong interpersonal skills

Other:

- Demonstrated commitment to union values and principles, including commitment to equity, anti-oppression, anti-racism, inclusive practices, and democratic representation.
- Ability to work with sensitive and, at times, emotionally distressing information in a professional manner.

Important Information About the Submission of Applications



- 1) The applicant must submit a letter of intent explaining how they meet the qualifications and a copy of an updated résumé.
- 2) Applicants must clearly indicate, in their letter or résumé, their linguistic proficiency in their second official language using one of the following: no knowledge, beginner, intermediate, or advanced.
- 3) Please confirm in your email if you are applying from one of the following categories: Internal (current UNE employee); AEU membership; UNE membership; General Public.
- 4) All applications must be submitted by email to the following email address: staffing@thedelfigroup.com . **Please specify “RECR-2026-02-RepAssist” in the subject line when submitting your application.** Failure to do so may result in your application not being properly considered for the position.
- 5) Application will be accepted until the end of business on **May 21, 2026** (4 p.m. Eastern).
- 6) Please advise if you require any accommodation measures as part of this selection process.

NOTES

A detailed position description is included in this communication.

A screening board will review applications. The Board's decision will be based on the contents of the application. It is the applicant's responsibility to provide evidence of demonstrated ability by submitting the necessary information and documents with the application. Only candidates selected for an interview will be contacted.

The Union of National Employees - PSAC is committed to building an inclusive workplace where diversity of thought – and of people – is recognized, valued, and considered essential to achieving our goals, including ensuring a workforce representative of our membership. We strive to create a work environment that is welcoming to everyone and encourage applications from equity-seeking groups, including Women, Indigenous workers, Black workers, Racialized workers, workers with disabilities, and workers from the two-Spirit, lesbian, gay, bisexual, trans, queer, and intersex community (2SLGBTQI+).

The Union of National Employees – PSAC's office environment is “smoke-free” and “scent free.”