SEIU Local 73’s Member Action Center (MAC) staff are available to provide advice and assistance to members with worksite issues, contract questions or grievances.

MAC staff are available Monday through Friday 9:00am-5:00pm, except for federally recognized holidays. Outside of these days and times, please leave a message at 312-787-5868 or email mac@seiu73.org and you will receive a response within 48 hours.

What is the Member Action Center?
MAC is a department within the union where members can call or email for advice or assistance with workplace issues and/or grievances, or for more information about what’s going on in the union. Staff who work the MAC are experienced representatives, dedicated to supporting members who are navigating through a variety of issues, grievances and problems.

Why does SEIU Local 73 use a Member Action Center?
In June 2018 members voted on and approved the Committee on the Future’s action program and structure where one of the key recommendations was, “The Local should implement a full-functioning Members Resource Center as soon as practical so that members who contact the union are able to connect immediately with a knowledgeable union staff member, and so that the limited number of union staff can be deployed effectively, and using the most current technology, to service the membership.” The complete recommendations are available on the Local’s website (seiu73.org/committee-on-the-future/). The Member Action Center allows for efficient use of the union’s resources to provide strong representation of members in grievances and worksite problems while fighting back against anti-worker extremists attacking unions.

What are the advantages of the Member Action Center?
• Providing timely and consistent advice and support to members who need it.
• Using technology to track and report on issues to better support the union’s organizing work in bargaining and in worksites.
• Allowing field organizers to spend the bulk of their time in worksites developing leaders, organizing around worksite issues and building stronger chapters.

How does the Member Action Center support the role and/or authority of stewards?
Stewards are the union’s leading voice in the workplace whenever worksite issues and grievances are being discussed with management. Stewards have the authority and responsibility for processing grievances in the workplace. When stewards need advice or assistance, they can contact MAC staff dedicated to providing the support, advice, and assistance needed to be successful.

Now that there is a Member Action Center, what is the role of field organizers?
To be successful in protecting our livelihoods against corporate and anti-worker extremists who want to keep wages down, benefits low, and reduce worker power, we have to take the fight beyond the workplace. Field organizers work with members to organize around grievances and push back against any form of attack – political, from the employer, or in the community. Field organizers work with collective actions while MAC staff work with individual actions.