

Member Action Center Director

Based in Chicago, IL

Purpose

The role of the **Member Action Center Director** is to manage a centralized Member Action Center that will provide support and a positive union experience to members seeking advice and representation from the union as we move forward building a 21st century union.

The Director will contribute to building a stronger union by managing the day-to-day operations of the Member Action Center (MAC). The Director will supervise a team of skilled staff trained to provide high quality advice, service and a consistently positive union experience for members contacting the MAC. The MAC Director and MAC staff will assist the local in all aspects of grievance handling, representation at pre-disciplinary and disciplinary meets, other contract administration and in responding to the advocacy needs of the membership.

This position reports to the Chief of Staff and is a non-bargaining unit supervisory and managerial position.

Duties and Responsibilities

The Member Action Center Director performs a wide range of duties, which may include:

Supervise and Mentor MAC Staff:

- Ensuring the efficient and effective operation of the MAC;
- Provide support with staff on cases and review what they need to be moving on/resolving;
- Handle member complaints with MAC;
- Ensure high quality member service, consistency and set a standard of excellence and rigor; and
- Contribute to a collaborative team effort to meet MAC objectives.

Develop Systems and Policies:

- Monitor and improve processes to ensure the proper handling of all matters;
- Maintain and improve document management systems to track all necessary documents and interactions;
- Manage the software, hardware, and systems needs of the MAC, working with internal operations staff and vendors to make the optimal use of technology to support the MAC;

Develop and Implement Ongoing MAC Staff Training:

- Identify informal and formal training opportunities;
- Mentor MAC staff in leadership skills;
- Create individual staff development plans and evaluate staff;

Train Stewards in Conjunction with MAC Staff:

- Design and continually improve curriculum, materials and handouts;
- Train MAC Staff on steward training presentations;
- Register stewards for training and track turnout; and
- Oversee ongoing steward skills assessment tracking.

Measure Performance:

- Provide regular reports and analysis on the work of the MAC to officers and the Chief of Staff;

The Director is a working supervisor and at times may need to:

- Answer telephone calls and member walk-ins in a call center environment;
- Document calls and grievances in a central database;
- Refer calls to workplace stewards where there is a workplace steward capable of handling the matter;
- Problem solve for members in response to inquiries;
- Interpret and advise members on their rights over the phone, in person or in writing;
- Analyze and apply collective bargaining agreements;
- Represent members at pre-disciplinary meetings and other investigatory interviews, grievance hearings, and in routine arbitration hearings;
- Track grievances; and
- Participate in relevant training and professional development

Cross-Department Coordination:

- Coordinating the activities of the MAC with the overall program of the union;
- Support internal organizers through outbound calls to workers and workplace leaders in areas that are not the focus of internal organizing campaigns;
- Train and develop staff to perform these duties;
- Assignments to political, electoral and growth mobilization as required by the organization; and
- Other duties as assigned.

Other Expectations: The MAC Director is expected to lead by example. It is the role of the MAC Director to provide model behaviors of what is expected as a leader in our Union. SEIU Local 73 staff are expected to respect the processes of the organization. The MAC Director will be required to work long and irregular hours, and to work on weekends and holidays when necessary.

Job Qualifications and Requirements

- Experience developing and successfully implementing programs at a supervisory and managerial level.
- Two years or more experience in a supervisory or lead capacity.
- Experience with grievance and arbitration processes strongly preferred.
- Strong computer skills; experience with union databases systems for inputting and tracking representation matters preferred;
- Experience in internal and/or external organizing.
- Experience with the following types of organizations is highly significant: labor unions, progressive issue advocacy organizations, community organizations, political campaigns and elected officials, employer/union relations.
- Personal commitment to the mission and goals of SEIU Local 73 is a requirement of this position.
- Excellent oral and written communication skills are requirements of this position.
- Computer literacy and the ability to learn union-specific computer systems within the initial months of employment is a requirement.
- Commitment and capacity to maintain the highest level of integrity, judgment, confidentiality and discretion in managing union information and resources.
- Moderate in-state travel and occasional overnight travel may be required.

- Strong personal planning and time management skills, ability to develop and carry out work plans with minimal supervision, and ability to work with people from diverse cultures and backgrounds are also necessary skills.
- Excellent independent judgment and attention to sensitive relationships are considered key components to achieving performance standards.

Working Conditions

The position is based in the Chicago headquarters of the union.

A cell phone, driver's license, and automobile insurance are requirements of this position. Cell phone and car allowance is provided.

Long and irregular hours frequently required.

The position includes a competitive salary based on experience and a package of benefits that includes paid holidays, vacations, fully paid health benefits including health, dental, vision and prescription drug benefits. All staff in the union are participants in a defined benefit pension plan fully paid by the employer.

This position is a confidential, supervisory, managerial, exempt, non-bargaining unit classification.

Background

With nearly 30,000 members, SEIU Local 73 has a proud history of raising standards for workers and their families. The Local represents service, technical and professional workers primarily in the public sector in Illinois and Indiana who are employed in state government, local government, school districts, publicly funded social service agencies and colleges and universities.

Local 73 is committed to bettering the lives of working people through organizing workers to create a powerful voice on their job to win fair wages, meaningful benefits, a sustainable retirement and job protection.

SEIU Local 73 is affiliated with the Service Employees International Union (SEIU) with more than 2.2 million members in the US, Canada and Puerto Rico. Local 73 is united with those 2.2 million members in a shared belief in the dignity of workers and the value of their work and in a commitment to a more just and humane society.

To Apply

Submit cover letter with salary requirements and résumé to:

ATTN: Hiring Committee
careers@seiu73.org
SEIU Local 73
300 S Ashland Ave., Suite 400
Chicago IL 60607