

POSITION DESCRIPTION

TITLE:	MEMBER SERVICE OFFICER
CLASSIFICATION:	NTEU LEVEL 5
LOCATION:	DIVISION OFFICE
RESPONSIBLE TO:	DIVISION SECRETARY
REPORTS TO:	SENIOR INDUSTRIAL OFFICER

POSITION OBJECTIVE:

Under general direction, and as part of a Division Industrial and / or Organising Team, be the primary point of contact for NTEU members and prospective members seeking advice or assistance. The role involves providing timely, accurate and practical advice and support in relation to industrial rights and entitlements, and supports the broader work of the Union in recruitment, campaigning and member engagement.

TYPICAL DUTIES:

1. Respond to inbound calls, emails and digital contact from members and prospective members.
2. Provide accurate and timely advice on a range of workplace matters including enterprise agreements, awards, the Fair Work Act, and university-specific industrial arrangements.
3. Determine the nature of members' concerns and assess appropriate responses, including where escalation to organising or industrial staff is required.
4. Liaise with other staff to ensure consistent, well-informed and strategic advice and support to members.
5. Draft correspondence and simple submissions or responses on behalf of members in relation to workplace issues.
6. Maintain accurate member records in NTEU's databases and contribute to data quality initiatives.
7. Identify and escalate potential collective issues to the relevant organising or industrial staff.
8. Support recruitment and growth activities by promoting union membership and encouraging active involvement in the Union.
- 10 Other relevant duties as directed.

KEY RELATIONSHIPS:

Division Secretary
Division staff
Branch Presidents
Delegates
