



Employment Opportunity

United Food and Commercial Workers (UFCW) Local 401

Administrative Assistant – Calgary

The United Food and Commercial Workers (UFCW) Local 401 is Alberta's largest private sector union with 32,000 members working in diverse industries such as retail, food processing, beverage production, hospitality, gaming, and education. We are part of the 1.3-million-member United Food and Commercial Workers International Union, representing working people across North America.

Our growing local union is currently seeking an **Administrative Assistant** to work out of our Calgary Office. The responsibilities will include reception duties, data entry, greeting and screening visitors, and providing administrative support to the Union Labour Relations Officers. This role will also provide backup administrative relief for our WCB Department.

The successful candidate should have exceptional interpersonal and communication skills with the ability to manage a diverse, high-volume workload to meet deadlines and changing demands. The successful candidate will be very innovative, organized, and self-motivated with solid experience in driving different content types to enterprise audiences across multiple channels.

We offer a highly competitive compensation package with lots of opportunity for interesting and challenging work.

JOB DESCRIPTION

Duties include, but are not limited to:

- Works with other Administrative Assistants in the organization to ensure coverage and administrative support requirements are met throughout teams and other ad hoc duties as assigned.
- Complete member file opening, file set-up and maintenance, file retrieval and closure
- Adhering to related policy and procedure
- Provide administrative support to the Union Labour Relations Officers by managing calendars, scheduling meetings, and drafting local union correspondence.
- Provide accurate responses to inquiries from workers, employers, medical and service providers in addition to answering general inquiries on WCB matters from members.
- Preparing new WCB claims
- Indexing all documents to worker claim files, monitoring of tasks received on claims to determine priority and action required.

MINIMUM REQUIREMENTS

Applicants must have successful completion of a two-year college diploma, with major course work in legal administration or WCB customer service/administration. Experience in an office environment engaged in frontline service delivery is required. Must have demonstrated abilities in data entry and retrieval using electronic databases combined with proficiency in the use of Microsoft Office programs. Strong organizational skills are required. Preference will be given to candidates with a legal assistant / paralegal background with knowledge of WCB procedures and /or labour and employment law.

OUR IDEAL CANDIDATE WILL POSSESS:

- Strong time-management, organization and communication skills, ability to take direction, goal oriented and strong attention to detail. Reliability and time management are integral to success in this position.
- Strong written communication skills in the English language.
- Ability to independently make decisions and handle complex inquiries including remaining calm during high stress situations.
- Knowledge of medical terminology and/or other related experience is a definite asset.
- Must be skilled at proofreading and preparing various types of correspondence in a timely, accurate manner.
- Experience with database or CRM maintenance.
- Familiarity with organizing files, managing calendars, hotel booking, and travel arrangements.
- Knowledge of *Alberta Occupational Health and Safety Act* and the *Workers' Compensation Act*

Assets:

- Ability to communicate in a second language.
- A university or college education or degree in a relevant field.

REMUNERATION

Remuneration and terms and condition of employment for this position are covered by a Collective Agreement. Benefits, vacation and pension as per the Collective Agreement.

SUBMISSION INSTRUCTIONS:

Please forward applications to UFCW Local 401 by email to jobapplication@ufcw401.ab.ca by end of business day on May 1, 2024. Be sure to highlight any assets and qualifications that you will bring to this position.

Only candidates selected to be interviewed will be contacted, though we thank and appreciate all interested applicants.