

Position Overview

The Unit Chair is a proactive leadership role within the Local Union's Executive Board, serving as the primary liaison between the membership and union leadership. This position ensures that members' rights are protected, the Collective Bargaining Agreement (CBA) is enforced, and workplace conditions are monitored.

Acting as the voice of the membership, the Unit Chair advocates on behalf of workers, raises and resolves workplace concerns, and upholds the integrity of the CBA. Reporting directly to the President, the Unit Chair requires strong advocacy skills, in-depth knowledge of the Collective Agreement, the Canada Labour Code, and labour relations practices, as well as the ability to resolve conflicts effectively while maintaining positive relationships between employees, union leadership, and management.

The Unit Chair balances advocacy, communication, administration, and leadership responsibilities, serving as a bridge between the membership, Local leadership, and the employer. In all aspects of the role, the Unit Chair must demonstrate fairness, confidentiality, and integrity while managing complex situations, providing representation, and fostering solidarity among members.

Working Conditions

The role of Unit Chair requires an extraordinary level of dedication, sacrifice, and resilience. Those considering this position must understand that it is not a 9–5 job; it often extends well beyond paid hours and demands a willingness to put the needs of others before your own. The Unit Chair is expected to participate in both local, regional and national union activities including political action outside of regular working hours including evenings and weekends.

This is a role where you will be criticized by members, pressured by management, and it requires the ability to remain calm and professional under stress, even when the pressure is very high.

Family and personal support systems are essential, as this role will take a toll on personal time and well-being. Work in the labour movement and as a union leader is thankless and the reality is that effective representation requires long days and nights, hard conversations, and unwavering commitment to standing up for members' rights and enforcing the Collective Agreement.

Only those prepared for these realities and truly committed to the membership and the labour movement, should seek this position.

Qualifications & Skills

- Must be an active member of the union in good standing.
- Strong knowledge of labour laws, workplace rights, and collective bargaining agreement and ability to apply it consistently.
- Active advocate for workers rights, community social justice action and the overall labour movement.
- Ability to translate complex workplace or contract issues into plain language for members.

- Active listening skills to represent members' concerns accurately.
- Demonstrated ability to represent and advocate for members fairly and confidently.
- Skilled in conflict resolution and problem-solving.
- Excellent communication, negotiation, and conflict-resolution skills.
- Ability to remain impartial, professional, and discreet in handling workplace issues.
- High ethical standards, respecting confidentiality and member trust.
- Dependability and accountability in fulfilling responsibilities.
- Commitment to fairness, equity, and solidarity.
- Strong organizational skills and attention to detail with the ability to manage multiple issues, priorities and deadlines.
- Accurate file keeping and record management
- Comfortable using Microsoft Office programs and proficiency with email platforms (Outlook, Gmail, etc.) for timely communication.

Key Responsibilities

Ongoing

- Constant monitoring of multiple communication channels—including email, Teams, text messages, and phone calls—for member concerns and company updates, often juggling dozens of urgent issues simultaneously.
- Provide in-depth advice, counseling, and support to members, serving as a trusted advocate and safe contact for highly sensitive and emotionally charged situations.
- Identify potential CBA violations amidst members daily issues and company demands, thoroughly investigate each case, and escalate, when necessary, often under tight time constraints.
- Educate members on the CBA, running one-on-one and group sessions, empowering them to spot violations, understand their rights, and actively engage in protecting those rights, requiring patience, repetition, and careful follow-up.
- Educate, train, and organize Workplace Representatives, ensuring they are fully prepared to represent members, understand their responsibilities, and act as effective points of contact in the workplace.
- Liaise continuously with managers, leaders, and local representatives to resolve workplace concerns, navigating complex interpersonal dynamics and high-pressure situations.
- Attend investigative and outcome meetings, including cases that may result in termination; provide extensive preparation, coaching, and emotional support before, during, and after each meeting to maximize positive outcomes for members.
- Support members through drug and alcohol testing processes, including leading difficult and sensitive conversations about substance use, providing advocacy, and connecting them with appropriate resources—all while maintaining professionalism and empathy.
- Triage and prioritize a high volume of work, balancing urgent crises with ongoing member issues, often requiring quick decision-making and constant attention.
- Maintain a professional and approachable presence in the workplace at all times, acting as a visible and reliable point of contact for hundreds of members.

- Mediate and resolve conflicts, whether between members or between members and management, often navigating highly charged emotional situations while preserving relationships.
- Serve as the communication bridge between members and union leadership, ensuring that concerns, feedback, and updates are accurately and effectively relayed.
- Drive membership engagement, keeping members informed about workplace issues, union initiatives, and labour rights; encourage participation in meetings, votes, and events; and send frequent notices and updates to hundreds of members.
- Advocate tirelessly for fair and safe working conditions within the airline industry, often under challenging and politically sensitive circumstances.
- Stay politically aware and actively participate in provincial and federal political initiatives, ensuring the union's interests and members' rights are represented in a broader labour and legislative matters.
- Participate in numerous union meetings, training sessions, and advocacy events, balancing these commitments with daily member support duties.
- Handle sensitive member and labour relations matters with absolute confidentiality, navigating complex situations where discretion is critical.
- Monitor and manage Workplace Representative terms, identifying vacancies, communicating openings, and run elections or select the best candidates to meet member needs.
- Host new hire union orientation sessions, followed by detailed individual follow-ups to ensure each member fully understands their rights and resources.
- Compile detailed evidence and reports to present to management when departments underperform or complaints are escalated, requiring thorough investigation and documentation.
- Manage workplace issues that are not CBA violations, balancing member expectations with the realities of management rights and operational constraints.
- Perform extensive administrative duties, including filing, tracking, accurate note-taking, and documenting conversations, outcomes, and follow-ups to maintain accountability.
- File grievances and research case law, reviewing previous arbitration decisions to build strong cases and protect members' rights effectively.

Monthly

- Liaise with Occupational Safety & Health (OSH) Committee, overseeing union participant appointments, ensuring strict adherence to the CBA, and driving active participation—often troubleshooting issues, following up repeatedly, and addressing concerns that arise unexpectedly.
- Engage with the Women's Advocate, BIWOC representative, and any other workplace committees, maintaining ongoing communication, attending meetings, resolving conflicts, and ensuring all committee work aligns with member needs and union priorities.
- Prepare a comprehensive Executive Board Unit Chair report each month, compiling grievance statistics, trends, recurring issues, wins, and forward-looking goals—requiring

extensive data gathering, analysis, and cross-referencing to ensure accuracy and actionable insights.

- Attend and actively contribute to Executive Board meetings, presenting detailed recommendations, proposing bylaw changes, and advocating for arbitration cases—often under scrutiny and requiring careful preparation to support decisions with evidence and member impact.
- Review monthly reports on vacancy fillings and company base reports, analyzing discrepancies, identifying potential concerns, and proactively addressing gaps
- Meet with base leaders regularly, managing complex workplace dynamics, providing feedback, and following up on any unresolved issues—often requiring repeated engagement and strategic problem-solving to ensure consistency and member satisfaction.

Quarterly

- Submit a detailed Unit Chair Report for General Membership Meetings**, capturing every aspect of work over the past quarter—including wins, challenges, trends, ongoing concerns, and key meetings—requiring extensive data collection, analysis, and careful framing to communicate complex issues effectively to the membership.
- Guide the Scheduling Review Committee's activities**, including preparing agendas, recording detailed minutes, and addressing scheduling and payroll concerns, while constantly balancing the often-competing demands of members' preferences with the operational realities and constraints of the airline.
- Review full-time position lists (e.g., 6-month FT roles) in line with the CBA**, engaging in in-depth conversations with the company to understand and challenge the creation of additional full-time roles; analyze schedules, term positions, overtime data, and other operational metrics to make compelling cases for increased full-time employment.
- Submit meaningful union agenda items for Local Level Management and Union meetings**, requiring strategic thinking, careful wording, and

Annually

- Lead goal planning and strategic objective setting for the year, balancing immediate member concerns with long-term union priorities and ensuring alignment with Executive Board initiatives and Collective Bargaining Agreement.
- Track and report on the terms of all union representatives, verifying reappointments, reintegration, or re-elections as required, while managing documentation and addressing any gaps or disputes.
- Continuously monitor the education and training needs of members, actively encouraging participation, coordinating sessions, and following up individually to ensure full engagement and understanding of rights and responsibilities.