

## ***Roles and Responsibilities of the Liaison Representative***

- Promote equality and fairness on the job
- Represent all the members in your workplace
- Familiarize yourself with your contract, and keep a copy available for reference
- Keep members informed by getting information out to them in a timely fashion
  - Prepare bulletin boards
  - Post notices and information
  - Post your name on the bulletin board as the Liaison Representative
- Encourage members to become involved
- Distribute all information to the members in a timely, sensitive fashion and ensure that information that has been asked to be returned is returned in a timely fashion
- Ask for advice and help from the Union President, Vice-President or any member on the Executive
- Keep communication open between members and administration
- If you are requested to attend a meeting by a member who is meeting with his/her supervisor / administration, you have the option to attend and take notes of what is said or you can call the President and have her attend
- Be open to meet with members on a regular basis or have representatives come out to your work location when needed
- Do not contribute to gossip or rumours
- Direct problems through proper channels and encourage members to follow appropriate procedures
- Urge attendance and participation at Association meetings
- Greet new employees – introduce them, show them around, provide information when requested, or refer them to the appropriate person
- Be a positive influence and a good listener to our members
- Always talk and listen to members in a friendly and professional manner
- Lead by example and follow the contract
  - Take your coffee breaks and lunch breaks

***YOU ARE THE LINK BETWEEN OUR MEMBERS AND THE ASSOCIATION OFFICE***