

EMPLOYMENT OPPORTUNITY

Part-Time Dispatch and Administrative Support Clerk

Alberta Millwrights Local 1460 and Alberta Millwrights 1460 Training Trust

Proposed Classification	Level 1 – Dispatch and Administrative Support Clerk
Schedule	Three scheduled days per week, on-site, not eligible for remote work.
Work Allocation	One scheduled dispatch day and two scheduled front-desk days per week
Hourly Rate	\$27.61 per hour, equivalent to 50% of the Alberta ICI Journey person Millwright base hourly rate
Reports To	Administrative Manager with oversight from the Business Manager

About the Position

Alberta Millwrights Local 1460 and the Alberta Millwrights 1460 Training Trust are seeking a reliable and organized individual to fill a newly established part-time position providing scheduled coverage for two essential member-facing functions.

The successful candidate will work three scheduled days per week:

- One day providing dispatch coverage for Local 1460; and
- Two days providing front-desk reception and administrative support to Local 1460 and the Alberta Millwright Training Trust.

Reporting relationship: The employee will report directly to the Administrative Manager, who will assign and supervise the employee's day-to-day work, schedule, training, and performance, with oversight from the Business Manager.

All routine work assignments, scheduling requests, and day-to-day questions will be directed through the Administrative Manager. This is a defined support position operating within established policies, procedures, and reporting structures. Training will be provided on the applicable internal systems and processes.

Dispatch Responsibilities | One Scheduled Day per Week

- Provide scheduled weekly coverage of the Local 1460 dispatch desk.
- Answer dispatch-related calls from members and contractors.
- Receive and accurately record contractor manpower requests.
- Confirm job details, including location, start date, shift, anticipated duration, required classifications, certifications, and other stated conditions.
- Review member availability, eligibility, qualifications, and certification information using TRAX, TRAIN, MELOS, and other applicable systems.
- Contact eligible members in accordance with established dispatch procedures and direction from the Business Manager or assigned Business Representative.
- Prepare dispatch slips and related supporting documentation.
- Accurately record calls, responses, refusals, availability, dispatch outcomes, and changes to members' work status.
- Refer disputes, exceptions, grievances, unclear eligibility matters, and issues requiring interpretation or discretion to the Administrative Manager for escalation to the Business Manager or assigned Business Representative.
- Provide additional dispatch coverage during staff absences when scheduled, trained, and authorized.

Front Desk and Administrative Support Responsibilities | Two Scheduled Days per Week

- Provide scheduled reception and front-counter coverage.
- Serve as the first point of contact for members, visitors, contractors, students, and the public.
- Answer, screen, and direct incoming telephone calls, emails, and routine inquiries.
- Respond to general membership and training-related questions and refer matters requiring interpretation, approval, or specialized knowledge to the appropriate staff member or Business Representative.
- Process monthly dues, permit fees, initiation fees, merchandise purchases, and other authorized payments.

- Issue receipts, accurately record transactions, and prepare daily payment summaries for the appropriate accounting employee.
- Update member contact information and routine membership records in TRAX, MELOS, TRAIN, and other applicable systems.
- Assist with routine documentation relating to new members, walk-ins, transfers, orientations, and identification cards in accordance with established procedures.
- Scan, file, and maintain routine electronic member and training-related documents.
- Prepare routine forms, receipts, letters, notices, labels, and mailings using approved templates.
- Receive, sort, and distribute incoming mail, deliveries, and courier items and prepare routine outgoing mail.
- Sell approved union merchandise and assist with basic inventory tracking.
- Maintain an organized, professional, and welcoming reception and front-counter area.
- Perform other routine front-desk and administrative duties within the scope of the classification, as assigned by the Administrative Manager.

Qualifications

- Previous experience in dispatch, reception, administration, scheduling, membership services, or customer service.
- Strong verbal and written communication skills.
- A calm, professional, and courteous telephone manner.
- Excellent organization, record-keeping, time-management, and attention to detail.
- Ability to follow established rules and procedures consistently and recognize when a matter must be escalated.
- Ability to work independently, manage competing priorities, and handle confidential information appropriately.
- Proficiency with Microsoft Outlook, Word, and Excel, Power Point.
- Ability to learn TRAX, MELOS, TRAIN, payment-processing systems, and other applicable programs.
- Experience with Constant Contact or Prompt.io is considered an asset.
- Experience in a union, construction, dispatch, training, or membership-service environment is considered an asset.
- Demonstrated reliability, discretion, sound judgment, and respect for confidentiality.
- Must be able to work as part of a busy, fast-paced and dynamic team.

Compensation and Conditions

This position is proposed as a Level 1 classification under the collective bargaining agreement between COPE Local 397, Alberta Millwrights Local 1460, and the Alberta Millwright Training Trust.

The hourly rate is \$27.61, equivalent to 50% of the Alberta ICI Journeyperson Millwright base hourly rate.

This is an on-site position and is not eligible for remote work. The successful candidate will be subject to the probationary provisions and all other applicable terms and conditions of the collective agreement and any governing Letter of Understanding.

How to Apply

Please submit a resume and brief cover letter to eminnock@ubcmillwrights.ca with the subject line:

Application – Part-Time Dispatch and Administrative Support Clerk

Applications must be received by September 15, 2026.

Only applicants selected for an interview will be contacted. A skills assessment may be administered as part of the selection process.