

ROLES, RESPONSIBILITIES, DUTIES OF ASSOCIATION REPRESENTATIVES

THREE MAJOR ROLES/OBLIGATIONS:

1. Organizers.
 - a. Promote unified membership in the Association.
 - b. Identify members to handle Association duties (local, state, and national).
 - c. Assist members in resolving worksite complaints.

2. Active Listeners and Communicators.
 - a. Keep members informed of events, problems, and accomplishments.
 - b. Listen to members' concerns.
 - c. Hold monthly/regular building membership meetings.
 - d. Represent members at your local Representative Assembly meetings.
 - e. "Sort" concerns and issues.

3. Association Advocates.
 - a. Protect the integrity of the Collective Bargaining Agreement.
 - b. Advocate for members in grievance processing.

KEYS TO SUCCESS:

1. Association Representatives are the **EYES** and **EARS** of the Association.
2. Organize with your **EARS**, **NOT** your mouth.
3. Printed material cannot substitute for **PERSONALIZED COMMUNICATION**.
4. **EMPOWER** members:
 - a. Ask them to be part of the solution to their problems.
 - b. Assign small, reasonable tasks at which they can be successful.
5. **BE VISIBLE:**
 - a. Introduce yourself.
 - b. Personally welcome new hires.
 - c. Post name, room number and times available in staff room.
 - d. Maintain a positive and current Association presence in your work site.
6. Post a copy of the contract in the staff room.
7. Take notes, keep records, and create necessary paper trails.
8. Keep leadership informed and involved.
9. Keep membership informed and involved.
10. Be positive and treat yourself with respect.