



Hillsborough Classroom Teachers Association

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Notice of Open Position Member Services Specialist

Organization Overview: The Hillsborough Classroom Teachers Association (HCTA) is the exclusive representative for Teachers and Education Support Personnel employed by the School District of Hillsborough County (SDHC). Hillsborough County is the 7th largest school district in the country and HCTA's bargaining units include approximately 19,000 employees at over 240 school and administrative office sites.

Position Overview: The primary function of the Member Services Specialist is to visit schools on a regular basis, as well as work from the office, in order to organize members, provide information, answer inquiries, provide representation (both site based and at the district level), obtain feedback and handle day-to-day member services. Member Service Specialists also support the union generally by conducting training, serving as representatives to various union and/or district committees and other special projects. The Member Services Specialist shall report to the Executive Director. The incumbent will be responsible for a specific cluster of schools and other worksites.

Bargaining Unit: Hillsborough Staff Organization (HSO)

FLSA Classification: Exempt

Duties: The Member Services Specialist is responsible for:

- Scheduling school visits on a regular basis. School visits shall include regular meetings with association representatives (ARs) and faculty meetings, as well as general HCTA meetings.
- Promoting membership in the schools and consistently working with ARs to establish and maintain organizing activities.
- Aiding ARs and members in the resolution of specific issues. This may involve handling grievances, complaints, inquiries, assisting with certification issues and providing related services.
- Representing members at non-renomination reviews, or other employment related meetings or hearings.
- Improving communications with members and potential members at assigned sites by keeping ARs informed on HCTA activities and providing necessary trainings or information.
- Preparing papers, articles, letters or other written communication as assigned by the Executive Director.

- Identifying key people to serve on committees and participate in HCTA activities.
- Assisting in the development of bargaining items.
- Serving as staff liaison to HCTA committees.
- Attending Representative Council meetings and all other general membership meetings or trainings unless excused by the Executive Director.
- Completing such other duties incidental to this position as may be assigned by the Executive Director.

Knowledge, Skills, and Abilities: Successful applicants will possess the following:

- A solid understanding of unions and labor relations is necessary.
- A degree in education, labor relations or a relevant field and/or prior experience as a union employee, activist and/or leader.
- A general knowledge of education issues, with an emphasis on issues affecting our members.
- Demonstrated organizing, communicating, and coordinating skills are necessary to successfully complete complex group projects and activities.
- Ability to work independently, while managing multiple projects and working under tight deadlines.
- Demonstrated leadership ability in working with professional groups and/or labor organizations.
- Desire to work as part of a team in a small, but very busy office where anything and everything may be part of your job.
- A strong commitment to public education and the incredible work our members do is absolutely essential.
- Previous experience as a teacher or ESP, especially within SDHC, is a plus.
- A valid driver's license and reliable transportation—the job requires daily in-county travel.
- The ability to work irregular hours, including evenings and weekends.

Compensation: Salary commensurate with experience as defined in the HSO agreement. HCTA provided medical insurance, life insurance, and retirement benefits. Generous leave and holidays.

Application: Interested individuals should send a cover letter, resume, writing sample and three (3) professional references to hcta@hcps.net.

This position will be open until filled, but we hope to conduct interviews beginning November 5, 2021.

HCTA is an Equal Opportunity Employer