Karen MacDonald

Objective

To be considered as a delegate for the 2027 PSAC convention.

Skills and Qualifications

- Involved in union activity since 2017
- Actively participates in local activities and promotes the efforts of the union within the local
- Attends all meetings and ensures local members are advised and up to date on important information
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Union Involvement

- Current president of CEIU local 80223
- Past treasurer CEIU local 80223
- Past secretary CEIU local 80223
- Completed Talking Union Basics
- Attended Convention 2026 in Halifax NS
- Attend presidents council conferences
- Participate in LUMCC meetings

Work Experience

Citizen Services Specialist – Service Canada (Acting)

August 2024 - Present Antigonish

- Liaise with various community partners and organizations to provide service to vulnerable sector clients
- Provide SIN clinics to educational institutions and Indigenous communities throughout the coverage area
- Provide presentations on the services provided by Service Canada to members of the coverage area
- Hold in community clinics to allow clients the opportunity to access services in their home communities and to ensure they are not missing out on any government related service they qualify for
- Maintain statistics and tracking data in Orbit
- Promote local service events and clinics to the targeted audience
- Work as a member of a team to ensure service standards are met for under serviced populations

Citizen Services Officer – Service Canada

2017 – August 2024 Antigonish

- Processed adult general and simplified renewal passport applications as part of a virtual team
- Completed necessary training to work as a CSO processing passport applications
- Used MS Teams and IRIS software to process passport applications from a virtual queue
- Participated in the medical extension pilot project
- Complete all roles and training to work as a CSO in an in person service setting, as well as through E-Service and E-Sin channels