

JOB DESCRIPTION – HUMAN RESOURCS MANAGER

Position Title: Human Resources Manager **Position Classification:** Management, exempt.

Job Type: Regular, Full Time, 37.5 to 40 hours per week.

Probation period: 487.5 hours

Work Options: On-site. Occasional remote work may be possible with agreement from the Executive Director. Typical work hours are 8:00 am to 3:30 or 4:00 pm.

Wage Range: \$33 to \$35 per hour.

Benefits and Pension: After successful completion of the probationary period.

Job Requirements:

- University diploma in Human Resources Management and two (2) years of recent, related experience; OR, University diploma in any discipline with five (5) years of recent, related experience.
- CPHR designation completed or in progress.
- Experience providing consultative advice and expertise on HR matters to managers and supervisors in a unionized environment in each of the areas of:
 - Performance and probation management.
 - Attendance management.
 - Investigations.
 - Discipline.
 - Grievances.
 - Complaints.
- Experience interpreting HR legislation, policies, and procedures, and terms and conditions of employment.
- Experience interpreting collective agreements.
- Experience recruiting, selecting, and onboarding employees.
- Create and maintain training and orientation documents.
- Experience of basic payroll best practices. Experience using Ceridian Dayforce will be considered an asset.
- An equivalent combination of education and/or experience may be considered.

Preference may be given to candidates with one or more of the following:

- Experience organizing and preparing grievance file documentation, preparation of matters for arbitration or other dispute resolution areas and drafting reports and correspondence.
- Experience in conflict management.

Cover letter – OPTIONAL.

Resume – REQUIRED

Interview – REQUIRED.

References – Minimum of 2, one must be a past or present supervisor from your HR role.

JOB DESCRIPTION – HUMAN RESOURCS MANAGER

TITLE: Human Resources Manager.

CLASSIFICATION: Management, Exempt.

CONTEXT:

Reporting to the Executive Director, the HR Generalist provides evidence-based advice and support to managers and supervisors on a wide range of HR issues.

JOB OVERVIEW:

The HR Generalist provides evidence-based advice, support and guidance to managers and supervisors on a wide range of complex HR issues, including attendance and performance management, investigations, disciplinary processes including investigations, results, and reports, accommodations, managing the grievance process, and provides conflict resolution support. This position also provides advice on the interpretation and application of HR legislation, policies and procedures, collective agreements, and terms and conditions of employment. The position must continuously evolve to ensure advice given considers highly sensitive and complex issues such as diversity and inclusion principles, trauma-informed practices, and discrimination, bullying, and harassment.

ACCOUNTABILITIES:

- Provide expert advice, guidance, and support to managers and supervisor regarding behavioural and performance-based issues or events that require intervention and resolution via conflict management principles, corrective and/or disciplinary actions.
- Lead the investigative process including collecting evidence, determining the outcome, and making recommendations for action.
- Provides advice on sensitive employee issues such as accommodations in alignment with human rights and other legislation, and policy and procedure.
- Supports and advises managers and supervisors through managing the probationary period.
- Provides expert advice to managers and supervisors on all matters related to the interpretation and application of HR legislation, policies and procedures, collective agreements, and terms and conditions of employment.
- Benefits administration and reconciliation.
- Understands and recognizes when to liaise with other agencies such Work Safe BC and disability management.
- Provides education to build capacity and understanding to staff, supervisors, and manager on best practices, collective agreements and polices and procedures.
- Leads recruitment and supports supervisors and managers in the evaluation and selection process.
- Creates, maintains, and evaluates training and orientation materials.
- HR records management.
- Other related duties.

JOB DESCRIPTION – HUMAN RESOURCS MANAGER

KNOWLEDGE AND SKILLS:

- Ability to communicate effectively both orally and in writing, using a variety of communication tools (ie: telephone, email, Teams).
- Make presentations both formal and informal to colleagues and staff.
- Ability to listen and understand and respond effectively to staff, supervisor, and management requests and issues.
- Ability to influence supervisors and managers.
- Ability to work effectively as part of a team and promote a culture of teamwork, collaboration, integration, and alignment, as well as work independently.
- Ability to conduct research and apply analytical skills.
- Ability to maintain positive and professional relationships with internal/external stakeholders (ie: Union, staff, other agency staff) and other agencies fundamental to the success of the organization.

BEHAVIOURAL COMPETENCIES:

- **Analytical Thinking** is the ability to understand a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to organize and compare information and determine cause-and-effect relationships. Checks to ensure the validity and accuracy of all information.
- **Information Seeking** implies going beyond the questions that are routine or required in the job. It may include ‘digging’ or pressing for exact information. It involves resolving discrepancies by asking questions as well as ‘scanning’ for potential miscellaneous information.
- **Teamwork and Cooperation** is the ability to work cooperatively within diverse teams, work groups and across the agency to achieve organizational goals.
- **Listening, Understanding, and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds, It includes the ability to understand and accurately respond effectively to both spoke and unspoken or party expressed thoughts, feelings, and concerns for others. This includes cross-cultural sensitivity.
- **Problem Solving and Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Impact and Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentation or negotiation skills to achieve desired outcomes.
- **Building Trust-Based Relationships** requires a fundamental understanding of that “relationship” is the foundation from which all activities happen and that building a good relationship takes time and commitment. It requires a genuine, non-controlling approach and relies on integrity and transparency.