



CITY OF COLWOOD

JOB DESCRIPTION

TITLE: MANAGER OF HUMAN RESOURCES

DEPARTMENT: CORPORATE SERVICES

POSITION TYPE: EXEMPT POSITION

LAST UPDATED: MAY 2020

GENERAL ACCOUNTABILITY

Reporting to the Chief Administrative Officer, the Manager of Human Resources is responsible for developing, implementing, and monitoring Human Resources programs and leading performance improvement and coaching initiatives that develop, inspire, and motivate staff to achieve maximum performance.

NATURE AND SCOPE OF WORK

Functioning as a strategic business partner and key advisor to the senior management team, the manager provides consultative support and direction to leaders and staff throughout the organization on a wide range of human resource issues such as employee and labour relations, recruitment and selection, compensation and job evaluation, occupational health & safety, training and development, conflict resolution, and policy development.

The Manager is accountable for safe work practices. Through their practice of due diligence and their understanding of the role of WorkSafe BC and the statutory and regulatory requirements as they relate to their area of responsibility. Leaders will promote safety through their active participation in all aspects of OH&S programs including regular inspections, safety meetings, investigations and safety events.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Contributes to the overall leadership of the City as a key member of the municipal leadership team.
2. Consults with, coaches and/or counsels leaders on various employee relations issues such as interpreting and administering collective agreement provisions, preparing for and conducting investigative meetings, participating in corrective discipline, managing employee performance issues, hearing and/or drafting grievance replies, and responding to employee concerns and/or complaints. Researches and responds to labour relations or rights related queries seeking out legal opinions as required.

3. Directs legal counsel hired to represent the City in arbitration or in other venues and manages related costs.
4. Ensures consistent application of HR policies, procedures, and the collective agreement when consulting with leaders and staff on issues related to salary administration, job evaluation, and employee benefits/compensation. Plays a leadership role in the job evaluation process for CUPE positions by receiving and reviewing job evaluation requests and conduct required reviews, as well as communicating with the Union on job evaluation issues and outcomes.
5. Assists leaders and staff with recruitment and retention initiatives by providing advice and guidance in all areas of the selection process such as drafting of job advertisements and job descriptions, screening and short-listing applicants, developing interview questions, and scoring criteria, etc. May take the lead role in specific recruitment processes.
6. Fosters a positive labour relations environment by participating in discussions with leaders, front-line supervisors, union representatives, and officers that are aimed at working together to resolve disputes and enhance relationships; organizes and attends Labour/Management meetings and identifies opportunities for positive and cooperative change initiatives.
7. Plays a leadership role in management of the City's Safety Program by overseeing the development and implementation of the Safety Committee's Annual Work Plan initiatives; overseeing required safety consultant and/or safety training services; and interacting with WCB officers, claims adjudication staff, and BCMSA representatives. Organizes and participates in meetings held with various leaders (and directors) responsible to ensure the safe work practices of their staff and ongoing execution of the City's Safety Program.
8. Works with leaders to identify business unit needs and objectives to develop and deliver training or information sessions on a wide range of human resource topics (i.e., attendance management, performance management, workplace harassment).
9. Participates in business unit organizational change initiatives (technological and operational) by providing HR expertise to identify employee impact and collective agreement and/or legislative requirements to be met as well as recommending and assisting in the development of strategies to manage employee (and union) response to change.
10. Participates in the collective bargaining processes (CUPE) by assisting the GVLRA Representative who acts as spokesperson for the City. Assistance includes providing statistics, information, and knowledge of City practices and union interactions as well as speaking (as required) to specific local issues.



11. Develop, implement, and administer corporate HR initiatives, policies, and programs (including employee recognition events) that serve to support and enhance the City's Strategic Plan and related initiatives.
12. Directly supervises 2 staff positions and manages a modest HR budget. This includes the preparation and management of the annual budget to meet identified HR objectives and corporate initiatives.
13. Conducts required research (review of applicable case law, policies, best practices and legislation) to provide excellent HR/LR advice and support.
14. Leads and/or participates on various corporate or HR committees.
15. Performs other related duties.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

A level of education, training and experience equivalent to a bachelor's degree in a related discipline such as human resources management, public administration, business administration plus.

5 years' broad-based human resource generalist experience within a unionized environment, preferably in local government, with demonstrated experience in:

- Managing, directing, coaching and leading employees.
- Conflict resolution, handling of grievances.
- Administering collective agreements and labour relations.

Experience in collective bargaining is considered an asset.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to communicate in a clear and concise manner (oral and written) that serves to clarify intent, achieve goals, and detail the complexities of any given situation.
- Ability to influence others, resolve conflict, and to play a leadership role in change initiatives by exercising tact, diplomacy, and respect for others.
- Thorough understanding of and ability to interpret applicable collective agreements and/or various rights-related legislation. Excellent understanding of labour jurisprudence is necessary.
- Extensive knowledge of and ability to apply performance management, corrective discipline, and/or attendance/disability management strategies to individual situations which may be complex in nature.



- Sound understanding of and ability to consistently apply Human Resource employment-related programs, policies, procedures, and practices. Extensive knowledge in employment-related legislation is required.
- Sound knowledge of and ability to apply compensation, job evaluation, and benefit policies, practices, and strategies aimed at successful attraction and retention of staff.
- Ability to build and maintain effective working relationships with staff at all levels in (and external to) the organization.
- Demonstrated ability to work well as a part of a team and to bring energy and passion to the work.
- Ability to use discretion when handling sensitive, high-level, or confidential matters.
- Ability to develop and deliver training or information sessions as required.
- Strong organizational skills including a demonstrated ability to multi-task, organize, and prioritize work inside of a fast-paced and change-oriented work environment.
- Ability to work independently without immediate supervision.
- Ability to draft correspondence and to maintain accurate records and files.
- Ability to solve problems and to exercise initiative related to assigned work.
- Proficient in the use of Office Suite software and applications (e.g., MS Word, PowerPoint, Excel, and Outlook) and ability to operate standard office equipment.
- Ability to provide supervision, leadership, and direction to unionized staff, including motivating, training, conducting performance reviews, and applying corrective discipline in a unionized environment.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

Certified Human Resource Professional (CHRP) designation

Current and valid class 5 B.C. Driver's License

Satisfactory Criminal Record Check.