



JOB DESCRIPTION

TITLE: **MANAGER, HUMAN RESOURCES**

DEPARTMENT: **Human Resources**

Position Last Evaluated: Feb 2015

Job Desc. Last Updated: Aug 2022

GENERAL ACCOUNTABILITY

Reporting to the Director, Human Resources, the Manager, Human Resources combines a generalist human resources role with specialist responsibilities in a defined area.

The incumbent provides dedicated support to the departments and employees in a designated customer group on a broad range of HR processes and activities and focuses service delivery on specific business needs while maintaining consistency with the overall corporate approach.

NATURE AND SCOPE OF WORK

The Manager, Human Resources exercises specialist responsibilities by providing leadership in the design, development, and administration of a defined function in a manner that meets the current and future needs of the corporation. This includes labour relations, recruitment and selection, job evaluation and administration of the respectful workplace policy.

As a member of the HR Management Team, the Manager, Human Resources participates in the planning of HR programs, policies, and processes, and acts as a champion when implementing them within the customer group.

Develops interview questions and reviews with hiring managers. In conjunction with hiring managers, determines most efficient testing processes. Participates in employment interviews for management and more senior unionized positions, assesses and recommends applicant suitability for employment, and conducts or co-ordinates reference checks.

NATURE AND SCOPE OF WORK cont.

Provides first line of contact with union(s) and managers in dealing with labour relations issues specific to designated customer groups. Responds to labour relations issues by conducting research and analysis, providing labour relations advice to managers on collective agreement interpretation and administration, and resolving issues or making recommendations for settlement.

Advises managers on whether or not there is cause for discipline, and if so, the appropriate level of discipline. Assists managers in the preparation of letters of expectation and disciplinary letters.

Advises managers on how to prepare for and respond to grievances at Step 1. Investigates grievance issues filed at Step 2 and assists managers in the consideration of the merits of these grievances. Reviews or drafts Step 2 grievance responses.

Contributes to the development of the City's collective bargaining agenda.

Supports the implementation of the attendance management program ("AMP") within designated customer group. Reviews quarterly attendance reports, assists to determine the designated threshold, and makes recommendations on application of the program. Partners with managers to ensure the AMP is consistently and fairly applied in a timely manner.

Assists with the coordination and placement of employees who require an accommodation in accordance with the return to work and accommodation policy.

Oversees the administration of the City's job evaluation program for CUPE-affiliated employees.

Advises managers on organizational change, preparation of job descriptions, and job evaluation principles and practices. Participates in the resolution of job description issues.

Advises managers with respect to contract administration and adherence to relevant contract language and legislation, ensuring good employment practices.

Provides consultative services to managers and employees on human resources policies and procedures and labour and employee relations issues.

Develops and maintains respectful workplace initiatives to support the organization in maintaining a positive and productive work environment.

As designate to the Director, Human Resources, oversees the Respectful Workplace policy including managing and coordinating the workplace investigation process involving allegations of disrespectful conduct.

Participates in policy development as required.

NATURE AND SCOPE OF WORK cont.

Provides leadership in the development and maintenance of the Human Resources Information Systems (HRIS). Collaborates to identify needed improvements and enhancements to existing HRIS and recommends solutions.

May supervise other HR department staff including setting expectations, monitoring work, and evaluating performance. Mentors and provides guidance to more junior HR staff members.

Assigns recruitment responsibilities to HR Advisor and provides guidance with respect to complex staffing and recruitment matters.

Establishes and maintains effective relationships with employees, Union officials, Management staff and other internal and external customers.

Performs special projects as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of human resources functions, policies, practices and objectives.

Considerable knowledge of the *Human Rights Code* and its application to the City.

Considerable understanding of recruiting, screening, and testing techniques, and hiring practices, procedures, and techniques. Maintains current in labour market trends and industry recruitment practices.

Considerable understanding of collective agreements.

Good understanding of municipal business operations, organizational structure, programs, and priorities.

Good understanding of the attendance management process.

Considerable understanding of the principles regarding an employer's responsibility in terms of workplace accommodation.

Good computer skills in Office programs (i.e. Word, Excel) and Human Resources Information Systems.

Sound judgment and problem solving skills. Ability to analyse business needs and think strategically.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Strong leadership skills. Ability to present viewpoints and ideas effectively in both written and oral form.

Ability to maintain a high degree of integrity and professionalism.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts. Proven team player with the ability to work collaboratively.

Ability to be adaptable under pressure and deal with conflicting demands.

Strong customer service focus.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

University degree in Business Administration or other relevant discipline, including at least 5 years' related experience in Human Resources Management and proven management supervisory experience. Considerable experience in labour relations (including collective agreement interpretation, fact finding, discipline, and grievance handling), recruitment, project management is also required.

An acceptable equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS

Satisfactory Criminal Record Check.

DESIRABLE TRAINING, EXPERIENCE AND/OR CERTIFICATION

A degree with a major in Human Resource Management is preferred.

Eligibility for CHRP certification is preferred.

Experience with Human Resource Information Systems (HRIS) is preferred.

GENERAL STANDARDS

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health & Safety (OH&S) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

GENERAL STANDARDS cont.

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.