



JOB DESCRIPTION

TITLE: HUMAN RESOURCES ADVISOR

DEPARTMENT: Human Resources

Position Last Evaluated: March 2024

Job Desc. Last Updated: Aug 2026

GENERAL ACCOUNTABILITY

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

Working collaboratively within the HR team, the Human Resources Advisor provides services in a variety of programs and activities related to human resources for a designated customer group within the organization. The primary focus of this position is to provide human resources support in numerous areas including recruitment, labour and employee relations, job evaluation, training and development, HR projects, and other related functions. The incumbent is expected to ensure that practices are consistent and comply with legislation, collective agreements, and administrative policies and procedures.

The Human Resources Advisor exercises specialist responsibilities by taking a lead role in the administration of a defined function (i.e. job evaluation or respectful workplace) in a manner that meets the current and future needs of the corporation.

NATURE AND SCOPE OF WORK

Supports managers in the hiring process for a portfolio of positions in a designated customer group by determining testing processes, participating in employment interviews, conducting reference checks, assessing and recommending applicant suitability for employment, and concluding the hiring process. Advises managers with respect to adherence to City recruitment processes and relevant contract language and legislation as it pertains to recruitment and staffing.

Assists managers in dealing with labour relations issues specific to their designated customer group. Provides labour relations advice on collective agreement interpretation and administration.

NATURE AND SCOPE OF WORK cont.

Provides support and advice to managers on the progressive discipline process and grievance handling (i.e. advises Manager for step 1, attends step 2 with Director when practical, provides summary for step 3) in designated customer group.

Provides support and advice to Managers in designated customer group regarding attendance, performance management and organizational design/staffing.

Conducts analysis on job information questionnaires and evaluation requests, provides support to managers and employees throughout the job evaluation process, and participates as a member of the Job Evaluation Committee as required.

Conducts Respectful Workplace internal investigations with department management, when required.

Contributes to the development of the City's collective bargaining agenda. Assists HR Director on bargaining administration and corporate wide labour relations issues, as required.

Establishes and maintains effective relationships with coworkers, employees, Union officials, Management staff and other internal and external customers; mentors and develops junior HR staff members.

Participates in the planning and implementation of HR programs and processes and the development and updating of HR policies as required.

Provides advice to staff throughout the organization on human resources policies and procedures.

Provides coverage for HR Advisor(s).

Performs other duties as assigned.

Job Evaluation

Takes a lead role in supporting the job evaluation steering committee in the administration of the City's job evaluation plan.

Maintains the job evaluation database and relevant documentation. Conducts analysis and identifies areas for improvement and implements changes to processes as required by the steering committee.

Provides guidance to the other HR staff members regarding job evaluation administration.

Respectful Workplace

Coordinates the workplace investigation process involving allegations of disrespectful conduct in accordance with the Respectful Workplace Policy.

Conducts internal investigations with department management when appropriate, coordinates informal resolutions when suitable and is the primary contact providing support for external investigators.

Provides updates as required to online respectful workplace training programs.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

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

Considerable understanding of recruiting techniques and hiring practices and procedures.

Good knowledge of labour and employment law and the *Human Rights Code*.

Maintains current knowledge in labour market trends and industry human resources practices.

Considerable understanding of collective agreement interpretation, progressive discipline processes, and grievance handling.

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

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

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

Ability to perform research and to prepare and present a variety of reports and correspondence.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts and provide information and assistance.

Ability to plan, prioritize, and work with minimum supervision.

Ability to work under pressure and deal with conflicting demands.

Ability to learn and follow processes, procedures and the collective agreement to ensure corporate consistency.

Ability to meet and deal tactfully and effectively with employees, managers, and union representatives, and have excellent communication and interpersonal skills.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to work effectively with interview panel members to achieve consensus and defensible hiring decisions.

Sound judgment, problem solving, organization and time management skills.

Proven team player with the ability to work collaboratively.

Proven customer service skills.

Ability to maintain confidentiality.

Proficient computer skills in word processing programs such as Word, in spreadsheet programs such as Excel, and in Human Resources Information Systems.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Diploma in Human Resources or Business Administration and 5 years' related experience in Human Resources, including experience with recruitment, labour and employee relations and providing advice to management in a complex unionized environment

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

Bachelor of Business Administration degree with a major in Human Resource Management from a recognized educational institution and/or CPHR certification is an asset.

GENERAL STANDARDS

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 to 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.