



JOB DESCRIPTION

TITLE: HUMAN RESOURCES COORDINATOR

DEPARTMENT: Human Resources

Position Last Evaluated: N/A
Job Desc. Last Updated: Oct 2025

GENERAL ACCOUNTABILITY

Reporting to the Manager, Human Resources, the primary responsibility of the Human Resources Coordinator is to assist with the City of Nanaimo recruitment function by engaging in the hiring process to support Hiring Managers in a variety of departments for a variety of positions. The Human Resources Coordinator will also provide generalist HR support to the HR Management and Advising team in a number of functional areas, as required, such as temporary employee staffing, labour and employee relations, CUPE job evaluation, training and development, service recognition, and social and wellness events.

The incumbent is expected to ensure that practices are consistent and comply with legislation, collective agreements, and HR policies and procedures.

NATURE AND SCOPE OF WORK

Coordinates the hiring process by determining posting requirements, conducting shortlisting and determining testing processes in consultation with the Hiring Manager, participating in employment interviews, conducting reference checks, assessing and recommending applicant suitability for employment, and concluding the hiring process by completing the required documentation. Advises managers with respect to adherence to City recruitment processes and relevant contract language and legislation.

Develops a thorough understanding of current City internal and external recruitment practices including advertising, testing, interviewing, reference checking, and related recruitment processes. Attends career fairs and educational institutions to promote the City's overall job opportunities with a particular focus on entry level and hard-to-recruit positions. Works on initiatives to market the City's employment brand.

NATURE AND SCOPE OF WORK cont.

Ensures accurate, detailed and timely documentation for the HR Assistant(s) and HR Associate(s) to complete recruitment files. Assists Hiring Managers with recruitment related grievances, as required. Assists with project-based initiatives to ensure best practices with respect to recruitment and conducts research for updating recruitment-related policies.

Assists with job evaluation by coordinating the CUPE job evaluation process, reviewing and analyzing job data, and supporting the job evaluation committees.

Provides support in a number of areas including casual and temporary employee staffing, training and development, service recognition, and social and wellness activities.

Assists the HR management team with labour and employee relations functions. Provides research and support in a variety of areas such as respectful workplace initiatives, grievance and policy research and performance management support.

Participates in the planning and implementation of HR programs, policies, and processes. Responds to inquiries and assists employees with HR policies, maintaining a high level of confidentiality and ethical standards.

Provides managers with information with respect to relevant contract language, policies and legislation, ensuring good employment practices.

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

Performs assigned tasks and special HR projects in consultation with the HR Advisors and implements HR strategies in support of operational goals.

Performs other duties 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 recruitment practices.

Considerable understanding of recruiting techniques and hiring practices and procedures.

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

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

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

Ability to plan, prioritize, and work without direct supervision. Ability to work under pressure and deal with conflicting demands.

Strong communication and interpersonal skills. Ability to maintain confidentiality.

Proven team player with the ability to work collaboratively and effectively.

Sound judgment, problem solving and analytical skills.

Demonstrated ability to meet deadlines, manage a heavy workload, follow procedures and provide responsive, timely support to clients and coworkers.

Strong organizational skills and attention to detail with the ability to manage multiple tasks with a high level of accuracy.

Proficient computer skills in MS Office Programs (i.e. Word, Excel) and Human Resource Information Systems.

Ability to learn and develop knowledge and HR related skills.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Diploma in Human Resources and 3 years' experience in an HR Coordinator role or equivalent, with proven experience recruiting in a 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 is an asset.

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 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.