

HUMAN RESOURCES COORDINATOR

Term Position – Anticipated End Date of December 2025

Come Work and Play in Campbell River Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled.

The City of Campbell River has an opportunity for an emerging Human Resources professional looking to expand their knowledge and experience in this role, and to be part of a team of professionals committed to ensuring we provide the best service, solutions, and guidance on a variety of Human Resources, and Health & Safety matters.

The role: Reporting to the Human Resources Manager, the Human Resources Coordinator assists in the delivery of a wide range of professional human resource services to all City employees by providing administrative support and coordination for all human resources, and health & safety programs. We are looking for an individual with a positive, can-do attitude, who is passionate about delivering excellent customer service, and excels at building effective working relationships.

Our ideal candidate:

- Diploma in Business or Public Administration, preferably with a focus on Human Resource Management.
- Minimum three (3) years of recent related experience in delivering Human Resources programs and services, preferably within a municipal unionized environment.
- A CPHR designation or working towards the designation is considered an asset.
- Sound knowledge of current Human Resources principles, practices, and procedures.
- Knowledge of and experience in the interpretation and application of collective agreements.
- Highly skilled in Microsoft Office Suite and Adobe Professional software (testing to be conducted).
- Exceptional interpersonal, communication, organizational, time management and planning skills.
- Works well under pressure, has a strong ability to multitask and can effectively manage a diverse and demanding workload.
- Candidates with an assessable equivalent combination of experience, education and training may also be considered for this role.

What we offer: For this temporary full-time exempt position, we offer a competitive compensation package which includes a salary range of \$75,300 to \$83,628 commensurate with qualifications and experience, extended health benefits, and vacation of 3 weeks in the 1st year and 4 weeks in the 2nd year. This position is also eligible for flexible work arrangements which may include a compressed work week or earned day off.

For more information on this opportunity, please see the attached job description that lists all the duties and necessary qualifications for this position.

Please note: We will be contacting applicants who meet our requirements as applications are received and this posting may close ahead of the official closing date if a successful candidate is identified.

This posting will close on April 21, 2024

Please send your resume with covering letter, quoting **Competition EXT-24-037** to:



Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

We thank all applicants, however, only those selected for interviews will be contacted.

HUMAN RESOURCES COORDINATOR

Approval Date: June 2023**Department:** Corporate Services IAFF CUPE Management**Title of Management Supervisor:** Human Resources Manager

Purpose and Scope

Reporting to the Human Resources Manager, the Human Resources Coordinator assists in the delivery of a wide range of professional human resource services to all City employees by providing administrative support and coordination for all human resource processes. A key responsibility for the Human Resources Coordinator is to collect and track key human resources metrics, providing analysis and reporting as required.

Key Responsibilities

Customer Service

- Contribute to the success of the team by ensuring consistent delivery of best human resource and business practices across the organization.
- Provide excellent customer service to employees and the public by providing information and assistance on matters regarding human resource services, policies, and procedures.
- Proactively identify and explore opportunities to improve the overall employee and customer experience.
- With an innovative, best practice approach, focus on the effective communication of human resource information to all customers, including internal customer access to online resources.

Organizational Support and Human Resources Administration

- Provide coordination and administrative support in the implementation and maintenance of a variety of human resource activities, programs, policies, and practices.
- Respond to internal and external human resource related inquiries or requests and provide assistance, referring to specialists within the department as needed.
- Facilitate full-cycle recruitment activities by coordinating the complete hiring process, working collaboratively with the Human Resources Advisors and managers to grow the organization's talent pipeline and improve sourcing techniques.
- Facilitate the development, maintenance and continuous improvement of orientation and onboarding processes for new staff.
- Coordinate the maintenance of job descriptions for all positions.
- Provide administration of the employee benefit program including working with employees and the benefit carrier to resolve service delivery concerns.
- Liaise with the Finance Department regarding employee pay and benefit issues; assist to maintain payroll compliance with collective agreements.
- Coordinate administration and delivery of City-wide training programs and financial tracking.
- Monitor the department budget and advise supervisor of any significant deviances.
- Maintain all records of employment related and departmental data in both paper and electronic form, in alignment with best up-to-date information management practices and City recordkeeping protocols.
- Function as the super user for the Human Resources Information System (HRIS), coordinate and perform the delivery of HRIS training to all exempt staff and produce HRIS reports as requested.
- Perform research, track, and gather employment related data and prepare related reports as required.
- Support the implementation and maintenance of human resource programs, policies, standards and practices to positively influence the organization culture and support the accomplishment of the City's goals.

- Contribute to a continued focus on the development of best practices, recommending changes for improvement.

Health and Safety

- Provide support to the Health & Safety Advisor for disability claims management, tracking and informational metrics & databases, preparation of COR (Certificate of Recognition) audit and formatting of policies and procedures.
- Provide guidance and support to the Health & Safety Advisor regarding any payroll impacts associated with WorkSafeBC claims.
- Support and coordinate the organization and delivery of safety training for all departments.
- Maintain and update Health and Safety Communications - Bulletin Boards, Staffweb Updates, Newsletters.
- Support the Health and Safety orientation and onboarding process for new employees.

Employee and Labour Relations

- Contribute to an ongoing environment of positive employee and labour relations.
- Coordinate and track the grievance meeting and response process.
- Assist with collective bargaining as required.
- Promote a safe, healthy, and supportive environment.

Other

- All staff employed by the City of Campbell River will be required to assist the City in providing emergency services; duties assigned during an emergency may differ from regular duties.

Necessary Qualifications

Technical Knowledge/Skills:

- Knowledge of current human resource management principles, practices and procedures.
- Knowledge of collective agreement interpretation and application.
- Working knowledge of WorkSafeBC regulations and safe work procedures.
- Thorough knowledge of Business English and modern office practices and procedures.
- Knowledge of local government operations and governance.
- Knowledge of applicable federal, provincial and local legislation, codes, regulations, standards and guidelines, as well as City bylaws, policies and procedures.
- Proficient with Microsoft Office Suite and relevant departmental specific software.

Competencies/Personal Characteristics:

- Accountability and Reliability
 - Able to follow departmental and organizational guidelines, professional standards and principles while taking personal ownership and responsibility for the quality and timeliness of work commitments.
- Adaptability and Flexibility
 - Skilled in adapting work practices to respond to changing conditions, priorities and job requirements, while remaining open minded and flexible to assume a wide range of responsibilities to assist with human resource service delivery.
- Communication
 - Excellent interpersonal, oral and written communication skills. Able to accurately record meetings, prepare varied correspondence and communicate professionally with both internal and external stakeholders.
- Decision Making and Problem Solving
 - Able to work independently to interpret information, apply verbal or written instructions and complete assignments with minimal oversight.
- Initiative
 - Skilled in continuously reviewing and recommending improvements to human resource programs and services.

- Leadership
 - Leads by example in maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Planning and Organizing
 - Strong planning, organization and time management skills. Able to effectively monitor and maintain progress toward individual and departmental objectives, ensuring delivery of high quality results.
- Professionalism
 - Exemplifies ethical practices, professionalism and personal integrity in performance of duties. Demonstrates a high level of tact.
- Service Orientation
 - Role models excellent professional service with all customers, including all staff, external stakeholders and the public. Skilled in determining and meeting the needs and expectations of customers in a manner that supports the City's focus on service delivery.
- Teamwork
 - Works effectively as a team member, promoting team cohesion, inclusion and collaboration.

Education/Training/Certification:

- Diploma from a recognized educational institution in Business or Public Administration, preferably with a focus on Human Resource Management.
- Ongoing professional development in relevant areas.
- Must possess and maintain a valid BC driver's licence and produce and maintain a clean driver's abstract, as per City policy.

Experience:

- Minimum three (3) years of recent related experience in delivering Human Resources programs and services, preferably within a municipal unionized environment.

Preferred Criteria:

- Local government administration training.
- Chartered Professional in Human Resources (CPHR) designation.
- Member in good standing with CPHR BC & YK, or other provincial association.