



# HUMAN RESOURCES MANAGER JOB DESCRIPTION

## ORGANIZATION SUMMARY

Consumer Protection BC is a not-for-profit corporation dedicated to strengthening consumer protection in BC and enforcing BC's consumer protection laws. As a regulator, we licence and inspect specific industries, respond to consumer inquiries, investigate alleged violations of consumer protection laws, and educate consumers and businesses about their rights and responsibilities under the laws we administer. Our vision is a province where all citizens of British Columbia are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of solution-based information. For more information about our organization and to read our annual reports, please visit our corporate website at [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca).

## GENERAL

Based in Victoria, the Human Resources Manager (HRM) reports directly to the Executive Vice President. This is a temporary role for an approximate one-year term. The HRM is responsible for delivering human resource practices, policies, programs and services to provide an employee-oriented, high performance culture that emphasizes empowerment, accountability, effectiveness and the ongoing development of a superior workforce. Some travel and work outside of normal hours of operation may be required.

## SPECIFIC ACCOUNTABILITIES

### Financial & Contract Management

- Develops and manages a budget for the human resources area by estimating, forecasting and anticipating requirements, trends and variances
- Engages in consulting contracts and directs the work of such consultants
- Exercises financial authority based on available budget and necessary project approvals having been obtained by the Executive Vice President

### Human Resource Strategy

- Assists in the execution of a comprehensive human resource strategy to align with Consumer Protection BC's overall corporate goals and priorities
- Supports the development of a broad labour relations strategy
- Plans, organizes and executes all assigned Human Resources and-related activities in an efficient and effective manner
- Oversees the development, administration and reporting of annual employee engagement surveys and pulse surveys, as necessary
- Leads and supports initiatives to improve the culture and workplace environment at Consumer Protection BC

### Recruitment & Compliance

- Oversees recruitment and hiring activities, ensuring best practices are utilized and compliance with collective agreements, legislation, policies and procedures occurs
- Acts as a resource and supervisory coach for the development of job descriptions, job postings, interview questions, testing materials, advertising, etc.
- Provides information to supervisors and employees on Collective Agreement provisions

### Human Resource Policies & Practices

- Researches and develops organization-wide human resources policies, procedures and practices for review and approval by the CEO
- Ensures compliance with federal, provincial, and local legal requirements
- Maintains confidential personnel files that may include information relating to disciplinary matters
- Leads a supervisory group that shares best practices and ensures consistency in HR approach

### Employee Training & Development

- Supports supervisors with the orientation and training of new employees
- Oversees the development and delivery of the Professional Excellence Program
- Supports the administration of a consistent, high quality performance management system for all employees

### Occupational Health & Safety

- Ensures functional Occupational Health and Safety programs are developed and maintained and co-chairs the Joint Occupational Safety & Health Committee
- Supports supervisors in employee short term illness, long term disability and related return to work programs, working with Occupational Health Nurses (contractors) consistently and with the best interests of the employee and employer in mind
- Manages the administration of WorkSafeBC claims

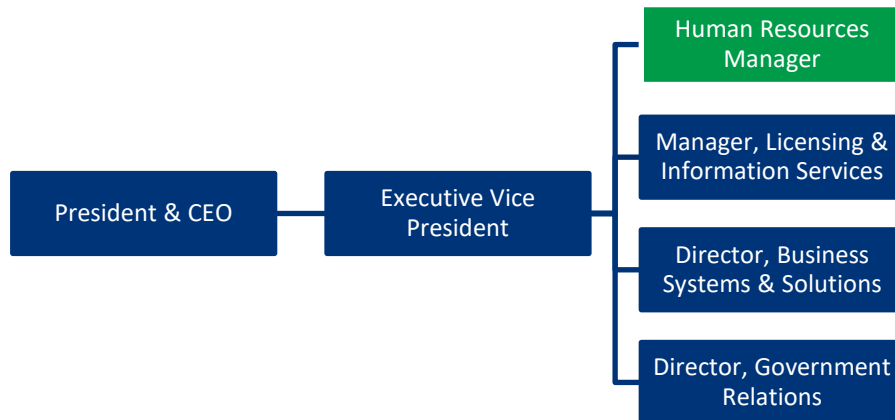
### Payroll & Benefits Administration

- Assists in the preparation of payroll as required including compiling, processing and verifying the necessary information in order to accurately document various employee activities, including salary adjustments, terminations, new hires, etc.
- Provides customer service to employees in the area of pay and benefits, including the Employee & Family Assistance Program (EFAP), pension administration, group life insurance and extended health and dental, among others

### Other

- Other job-related duties may be assigned, as required

## ORGANIZATIONAL CHART



## SELECTION CRITERIA

### Education & Experience

- Completion of post-secondary education in a related field (e.g. commerce, business administration, human resources)
- Canadian Human Resource Profession Certification (CHRP) designation, or is actively working towards designation
- Three or more years of experience and/or education in human resource related experience or training in staff development, organizational development, change management, employee performance management, recruitment and compensation, and policies and practices

### Knowledge, Skills & Abilities

- Ability to effectively deliver human resources practices, policies, programs and services, from strategic leadership to administrative functions
- Demonstrated experience managing small-to-medium size change initiatives
- Experience working within a union environment
- Ability to interpret and apply legislation, policies and collective agreements
- Ability to establish and maintain positive working relationships with a variety of individuals within and outside the organization that facilitate the prevention and/or resolution of conflicts
- Ability to work independently, organize and plan workload, meet deadlines, exercise good judgment and make sound decisions
- Proficiency in Office 365 suite and familiarity with Internet-based computer applications
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution and people management skills
- Excellent communication skills, including internal, presentation and public speaking as well as content development and editing
- Strong, ethical and effective work acumen with positive attitude
- Successful completion of security screening requirements

## Competencies

- **Organizational Awareness:** Understands the structure and culture of the organization and how it impacts their work
- **Developing Self and Others:** Desire and ability to develop the capability of self and others
- **Service Orientation:** Focusing one's efforts on discovering and meeting the needs of others
- **Information Sharing:** Communicates and discusses with others critical information including rationale behind decisions; shares concerns with organizational decision makers
- **Strategic Thinking:** Ability to link long-range vision and concepts to daily work
- **Innovation:** Encourages self and others to think creatively and make improvements; supports implementation of new ideas
- **Teamwork & Cooperation:** The ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals
- **Listening, Understanding & Responding:** The desire and ability to understand and respond effectively to other people from diverse backgrounds