

People & Culture Administrator

Unit: Strategic Services

Location: Victoria, BC

Supervisor's Title: Director of Human Resources

Approved Classification: Excluded Level 4

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 license 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.

Values & Working Environment

At Consumer Protection BC, we believe in accountability to ourselves and each other, in the investment and maintenance of integrity, and in the pursuit of excellence in the delivery of services that ultimately make a positive difference in the lives of British Columbians. These values guide the delivery of our services and employee behaviour – it is expected and required that all employees adhere to these values when governing themselves. Consumer Protection BC is a place where there is respect for all dimensions of diversity, such as age, gender, race, national origin, sexual orientation, disability, Indigenous status, gender expression/identity, education, religion and other dimensions that are intrinsic to who we are. As such, discriminatory, bullying or harassing behaviours will simply not be tolerated. We expect the staff at Consumer Protection BC to treat each other and our interest holders with respect and dignity. In return, you can expect to work in an equal opportunity workplace, where all individuals are supported in a safe environment that is committed to continuous learning and dialogue to become an ally for change.

General

Based in Victoria, BC, the People & Culture Administrator is the organization's primary human resources support role. Reporting to the Director of Human Resources, the Administrator provides sensitive and confidential human resource administration during all stages of the employee lifecycle, but primarily in the areas of benefits, HR programs, engagement and recruitment activities. Some travel and work outside of normal hours of operation may be required.

Specific Accountabilities

- Oversees recruitment activities, including posting jobs internally and externally, using the Applicant Tracking System to coordinate applications, book interviews, conduct references and other verification processes and communicate with applicants.
- Supports Directors with the onboarding and offboarding of employees.
- Administers the organization’s training and development program and monitors the associated budget. Organizes mandatory internal training, as required.
- Maintains confidential personnel files and HR documents in the organization’s online workforce management platform and Office365 (SharePoint).
- Oversees the administration of annual employee engagement surveys and quarterly pulse surveys.
- Supports initiatives to improve Consumer Protection BC’s culture and workplace environment, including supporting activities on internal engagement platforms and event planning.
- Ensures functional Occupational Health & Safety programs are maintained and is the principal liaison for matters between the Joint Occupational Safety & Health Committee and management.
- Provides customer service to employees in the areas of shift management, pay and benefits, including the Employee & Family Assistance Program (EFAP), pension administration, group life insurance and extended health and dental benefits, amongst others.
- Supports the Director in developing and administering various HR-related policies and programs, diversity, equity and inclusion initiatives, and general employee engagement projects.
- Conducts research on HR-related trends and completes internal data analytics.
- Other job-related duties may be assigned, as required.

Special Requirements

- Required to complete a criminal record check.
- Required to sign and adhere to Consumer Protection BC’s Standards of Conduct.

Organizational Chart



Selection Criteria

Education & Experience

- Completion of post-secondary education in a related field (e.g., commerce, business administration, human resources) and/or three or more years of direct experience in human resource processes and practices.

Knowledge, Skills & Abilities

- Ability to effectively deliver human resource practices, policies, programs and services with an eye towards detail and accuracy.
- 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 Office365 suite and familiarity with Internet-based computer applications.
- Strong, ethical and effective work acumen with a positive attitude.
- Ability to thrive in and embrace a flexible environment that is prone to rapid change.

Competencies

- **Teamwork and Cooperation:** Ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Listening, Understanding & Responding:** Desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.
- **Service Orientation:** Desire to identify and serve customers/clients, who may include the public, coworkers, other departments, ministries, agencies, government organizations and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Confidentiality:** Commitment to handling personal information and corporate documents with the utmost of care and confidentiality. Desire to demonstrate sound corporate and personal ethics and support cascading of values throughout the organization.
- **Information Sharing:** Communicates and discusses with others critical information, including rationale behind decisions; shares concerns with organizational decision makers.