

People & Culture Coordinator

Unit: People & Culture Department

Location: Victoria, BC

Supervisor's Title: Director of People & Culture

Approved Classification: Excluded Level 4

Who we are and what we stand for

Consumer Protection BC is a not-for-profit regulator responsible for overseeing certain sectors and specific types of consumer transactions. Our vision is a province where all citizens of BC are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of information.

We are a small team of dedicated and passionate individuals who champion our corporate values of curiosity, integrity and impact. These employee-chosen values guide the delivery of our services and can be seen in our daily work. We are an equal opportunity employer and workplace, where all individuals are supported in a safe environment that is committed to continuous learning.

What you will be doing

The People & Culture Coordinator is the organization's primary human resources support role. Reporting to the Director of People & Culture, the Coordinator provides sensitive and confidential human resource services during all stages of the employee lifecycle, but primarily in the areas of benefits, HR programs, engagement and recruitment activities.

Specifically, the People & Culture Coordinator will:

- Oversee 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.
- Support supervisors with the onboarding and offboarding of employees.
- Maintain confidential personnel files and HR documents in the organization's online workforce management platform (Payworks) and Office365 (SharePoint).
- Support initiatives to improve Consumer Protection BC's culture and workplace environment, including supporting activities on internal engagement platforms and event planning.
- Ensure functional Occupational Health & Safety programs are maintained and act as the principal liaison for matters between the Joint Occupational Safety & Health Committee and management.
- Provide customer service to employees in the areas of internal HR-policies/processes and benefits, including the Employee & Family Assistance Program (EFAP), pension administration, group life insurance and extended health and dental benefits, amongst others.
- Support the Director in developing and implementing various HR-related policies and programs, I.D.E.A initiatives, and general employee engagement projects.
- Participate as an active member and secretary on the Accessibility Committee.

- Lead Burnaby-based office management functions, including liaising with external facility managers, coordinating leasehold improvements, ensuring employees are aware of facilities work and updates, and managing cross-office engagement initiatives (including event planning).
- Other job-related duties may be assigned, as required.

What you should know

This role has unique working conditions and special requirements you should be aware of:

- Required to complete a criminal record check.
- Required to sign and adhere to Consumer Protection BC’s Standards of Conduct.
- Some travel and work outside of normal hours of operation may be required.

Who you will be working with

- **Supervisor:** Keeps Director of People & Culture informed of issues arising from work performed and seeks clarification in relation to work duties.
- **Other departments:** Collaborates and communicates openly with other Consumer Protection BC departments, holding our values of curiosity, integrity and impact in mind.

Organizational Chart



What we are looking for

Education & Experience

- Completion of post-secondary education in a related field (e.g. commerce, business administration, human resources) and/or three or more years’ experience in human resource processes and practices. A combination of education and experience will also be considered.
- Experience working within a union environment.
- Demonstrated experience managing small- to medium-size change initiatives.
- Experience in office management and coordinating minor facility management functions.

Knowledge, Skills & Abilities

- Ability to effectively deliver human resource practices, policies, programs and services with an eye towards detail and accuracy.
- 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.

- Proficient knowledge of 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.

Values & Competencies

Our corporate values guide the delivery of our services and our everyday work and behaviour:

- **Curiosity:** We seek out information in a fair and balanced approach. We create space for continuous learning and diverse perspectives.
- **Integrity:** We take ownership of and responsibility for our work. We treat others with respect and dignity.
- **Impact:** We empower others by providing resources and education. We strive to make a positive difference.

Our core competencies, those we expect every person at Consumer Protection BC to hold, are:

- **Teamwork:** The ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Listening, Understanding & Responding:** The ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- **Service Orientation:** The desire to identify and serve others, who may include the public, colleagues, other organizations and government.

Position competencies, those we expect the successful candidate in this role to hold, are:

- **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 critical information with others, including rationale behind decisions; shares concerns with organizational decision makers.
- **Planning, Organizing and Coordinating:** Proactively planning, establishing priorities and allocating resources to meet performance targets.
- **Flexibility:** The ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.