

## Job Description – Manager, Human Resources

**Division:** Human Resources  
**Reporting to:** Director, Human Resources  
**Career Level:** Staff  
**Pay Type:** Salaried

### Job Overview

The Manager, Human Resources is a seasoned Human Resources Professional who offers well-honed generalist and strong labour relations skills and enjoys leading their team to success. The Manager, Human Resources provides service to an internal client group and is a dedicated team member that helps develop and execute the Human Resources Business Plan.

### Role

#### *In the role, you will...*

- Support FirstOntario's leadership teams as well as over 550 employees across all regions
- Manage a team of HR professionals, providing them regular coaching and mentorship, ensuring goals are met efficiently and in a timely manner
- Oversee the recruitment and selection of talent while ensuring that all successful candidates possess the required work experience, competencies and skills
- Provide guidance to management with respect to performance evaluations, employee/labour relations, succession plans, compensation, departmental organization, disciplinary procedures and terminations
- Partner with management to ensure that annual performance evaluations are completed in a timely manner and are used to increase employee morale, productivity and development with specific and measurable goals identified and a clear plan outlined and communicated to all
- Guide Payroll and Benefits to ensure proper processes are followed (i.e. timely enrollment of employees, departmental transfers, proper payroll remittances, benefit administration, commissions, retirement, medical leaves, lay-offs and terminations; and in accordance with company policies and government legislation)
- Develop, create, communicate and enforce all FCU policies to all employees and act as advisor and counsellor for all policies and procedures
- Advise, coach and consult managers on employee concerns and issues regarding policies, procedures, collective agreements, terminations, discipline, and performance.
- Effectively collaborate with business and Union partners to complete cross-functional tasks and resolve people matters that arise
- Act as lead for Joint Labour Management (JLM) meetings with the goal to build even stronger working relationships with our Union partners
- Lead investigations to ensure processes are followed consistently and due diligence has been done
- Share knowledge appropriately on applicable legislation including but not limited to the ESA, LRA, Ontario Human Rights Code and AODA
- Be an advocate for employee health and wellness and ensure we meet our obligations within the OH&SA and other legislation to minimize work-related accidents and injuries
- Other duties as assigned

#### *As a team member, you will...*

- Regularly coach and provide feedback to team members to enable them to have confidence in what they do, help them grow and drive to excel
- Celebrate the success of others by recognizing the contributions of committed team members and their achievements

- Align your values with the Mission, Vision and Values of FirstOntario
- Build and utilize working relationships with internal business partners across the organization and external contacts
- Collaborate with your peers and stakeholders to add to the collective innovative thinking that can drive new business ideas for FirstOntario
- Utilize Lean methodology to streamline work processes and realize cost and resource efficiencies
- Be a change leader as FirstOntario continues to adapt to new and exciting ways of delivering business services
- Consider health & safety as a primary concern to ensure the overall well-being of your team and members

### **Required Skills**

*Within your skills and qualifications, you will...*

- Have a sound working knowledge of Human Resources and Labour Relations which you built from the ground up starting with a post-secondary diploma or degree in a field related to Human Resources Management or an equivalent combination of education and experience
- Be a dynamic Certified Human Resources Leader (CHRL) and Member in Good Standing with the Human Resources Professionals Association (HRPA)
- Have a minimum of five (5) years progressive experience in a generalist capacity with a robust understanding of Labour Relations
- Have an understanding of compensation including job evaluation, payroll, benefits, and pension
- Have solid experience working with an unionized workforce
- Have exposure in benefits and wellness initiatives
- Be well-versed in HR and LR legislative requirements and have an interest in following field case law
- Be detail-oriented and overly organized in the way you work
- Have the flexibility to travel within our extensive branch network
- Be a team role model and true leader who demonstrates a positive attitude
- Appreciate the need to work independently while supporting team members and organizational objectives
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures
- Embrace the philosophy of lifelong learning

*Accommodations for persons with disabilities are available upon request during the application process.*