Position Description

where it all happens.

Position Title: Manager of Human Resources
Department: Administration
Classification: ML2
Last Updated: April 2025

Summary

The Manager of Human Resources oversees all HR and Safety activities, and advises, guides, and supports all levels of management and employees on addressing a broad and diverse range of HR issues spanning unionized and non-unionized staff. This position leads the development, implementation, and management of City-wide HR projects, initiatives, and policies.

Key Duties & Accountabilities

- Manages HR department staff by providing direction and oversight including hiring, evaluation, performance management, and training, ensuring the provision of excellent business support
- Develops, implements, and leads HR activities and initiatives related to:
    - Administration and policy development
    - Compensation, benefits, payroll and leave management
    - Health, wellness, and occupational safety
    - Labour relations, legislation, collective agreement, and policy interpretation
    - Learning and development
    - Performance management and employee relations
    - Strategic HR and workforce planning
- Ensures the consistent application of HR policies, procedures, and programs
- Leads all labour relations activities, including developing and maintaining positive relationships with employee and union groups ADMIN - Manager of Human Resources JD 2025
- Leads the City's Occupational Health and Safety Program, developing, implementing, and maintain all corporate Safety initiatives
- Provides HR leadership in the development of business strategies and brings a human resources perspective to decision-making
- Collaborates with managers to drive change leadership, including planning, implementing, and sustaining change within departments while ensuring alignment across the City
- Develops HR strategies and solutions to meet corporate and Council strategic goals
- Presents reports and makes recommendations to Council on HR-related matters as required
- Maintains personnel records in a strictly confidential manner
- May be requested to work outside office hours, including in support of local emergencies
- Performs other related duties as required

Qualifications

- Post-secondary degree in Human Resources, Business Administration or related field and seven (7) years' experience in a human resources position, preferably in a public sector unionized environment (or an equivalent combination)
- Eligible for certification as a Chartered Professional in Human Resources (CPHR)

- Education and/or certification in Change Management practices is an asset
- Considerable knowledge of recruitment, compensation and benefits administration, employee and labour relations, job evaluation, performance and attendance management, conflict resolution, workforce planning, collective agreement interpretation, human resources related legislation (e.g. *Employment Standards Act, Workers Compensation Act, Human Rights Code*, etc.)
- Knowledge of and experience with planning, developing, and implementing HR-related projects and initiatives
- Strong analytical and problem-solving skills with the ability to develop comprehensive and strategic solutions to complex cases
- Strong interpersonal skills with knowledge and experience in consulting and facilitation, with the ability to assess leadership team capabilities and influence leaders to align with strategic HR goals
- Strong understanding of, and experience with, occupational health and safety best practices
- Ability to build and maintain positive employee relations and credibility within all levels of the organization
- Ability to deal tactfully and effectively with internal and external contacts and communicate effectively both orally and in writing
- Strong technical abilities and proficiency in a variety of computer systems and software applications, including Microsoft Office
- A commitment to excellent customer service, continuous improvement, and life-long learning
- A team player with a strong work ethic
- A sense of humour, with the ability to take your work seriously but not yourself