

CITY OF MAPLE RIDGE

JOB DESCRIPTION (EXEMPT)

POSITION TITLE: Manager of Human Resources
DEPARTMENT: Human Resources

DATE: November 20, 2018
PAY GRADE: Band 4

1. ORGANIZATIONAL RELATIONSHIPS

- (a) **Reports to:** Director of Human Resources
- (b) **Direct Reports:**
- (c) **Coordinates with:** all operating departments.
- (d) **Liaison with:** Union representatives, Regional Employer Services, external agencies and service providers.

2. GENERAL ACCOUNTABILITY

Reporting to the Director of Human Resources, the Human Resources Manager provides operational leadership in the delivery of a wide array of people related programs and services aimed at promoting a positive employee/labour relations work place culture.

The position provides leadership in the development and delivery of employee programs, policies and initiatives including, but not limited to, performance management, workforce planning, succession planning, employee recognition, talent acquisition and retention, organizational and job design. Additionally, the Manager of Human Resources will provide advice and guidance to supervisors, managers, unionized employees and their representatives to ensure consistency and appropriate implementation of the collective agreements, City policies and statutory requirements.

Work assignments are self-initiated or are received from the Human Resources Director, and are performed with considerable independence of action and judgment in accordance with established policies. The Human Resources Director evaluates work performance based on achievement of departmental goals, objectives and mutually agreed upon performance and client satisfaction ratings.

3. KEY RESPONSIBILITIES

- Provides leadership in the development and delivery of employee programs, policies and initiatives including, but not limited to, performance management, workforce planning, succession planning, employee recognition, talent acquisition and retention, organizational and job design.

- Participates in the development of bargaining strategies and participates on the City's bargaining committees.
- Fosters the development of an effective employee/labour relations environment resulting in a productive, collaborative relationship between management, employees, unions and other stakeholders.
- Provides advice and recommendations to management on matters relating human resources and labour relations.
- Keeps abreast of best practice, trends and methods and determines appropriate application to City people related programs, services and initiatives.

4. REQUIRED COMPETENCIES

- Strong strategic and innovative thinking with the ability to inspire people, set priorities and establish strategies to move an organization forward.
- A consultative leadership style that fosters a positive, respectful working climate. Is a visible leader who values and supports employees at all levels.
- Demonstrated track record as a skilled negotiator and problem solver in a complex, unionized environment.
- Ability to support and encourage new ideas and approaches to enhance performance and results; embraces change; takes intelligent risks and helps others to engage in the change process.
- Ability to maintain positive and productive relationships with a wide range of stakeholders including union leaders, staff and external parties.
- Strong knowledge of labour and human rights law and sound knowledge of the methods, principles and techniques used in labour management negotiations and collective bargaining.
- Strong time management and cost containment skills in directing day-to-day operations and managing projects;
- Ability to apply a continuous improvement model and recognize, evaluate, make recommendations and assign resources.
- Strong interpersonal and communications skills demonstrated through the ability to facilitate, mediate, network, research, analyze and resolve issues.
- Ability to plan, assign, supervise, and evaluate work of team members, including the ability to motivate and enable the career development of team members;

- Strong customer service skills and excellent communication skills, both oral and written.
- Ability to speak/present effectively to groups and associations; meet and deal effectively with a variety of internal and external groups, associations, officials and representatives.

5. REQUIRED QUALIFICATIONS

- Degree in Human Resources, Industrial Relations or a related discipline with a minimum of 7 years of experience in senior operational and leadership roles within a complex, unionized environment.
- Considerable experience in labour relations, including collective bargaining is required.
- Proficiency with Microsoft Office and sound working knowledge of HR Information Systems.
- CPHR designation and municipal experience is preferred.
- Driver's Licence valid in the Province of British Columbia.