

**CITY OF CORNER BROOK  
CAREER OPPORTUNITY**

**MANAGER OF HUMAN RESOURCES  
(Permanent Full Time)**

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The City of Corner Brook is currently accepting applications for the position of **Manager of Human Resources**. This position will report directly to the Director of Finance and Administration and is responsible for the integration of Human Resources Management with the overall corporate organizational strategy to ensure HR processes such as recruitment, training and development are aligned with, and meet the needs of individual departments. The Manager of Human Resources is responsible for the development of staff by identifying and promoting the competencies and skills required to successfully achieve corporate goals and objectives. The Manager is responsible for supporting current and future business needs through the development, engagement, motivation and retention of employees, and oversees professional development and training, recruitment and performance, employee and labour relations, compensation and benefits administration, disability management, occupational health and safety support, employee wellness and payroll administration.

Reporting to the Director, the Manager will ensure that the day-to-day management and administration of the HR division is carried out in an effective and efficient manner. The Manager will provide leadership and direction to the division's staff and oversee the daily operations of personnel within the division. The Manager will prepare reports, make recommendations on ongoing issues, create and update policies and procedures related to human resources management and prepare draft documentation for Directors and/or City Manager. The Manager of Human Resources will attend meetings, including meetings of Council when requested, and serve as the City's senior advisor to management staff on matters relating to human resources and labour relations including but not limited to: employee recruitment, training and development; performance and disability management; union contract negotiation and collective agreement administration; and employee complaints and misconduct investigation.

**Qualifications:** The successful candidate must have Bachelor of Commerce Degree or a Bachelor of Business Administration Degree from a recognized post-secondary institution or equivalent with a concentration in human resources/labour relations. The ideal candidate will be (or be eligible to become) a Certified Human Resources Professional (CHRP) and have a minimum of ten (10) years of work experience in human resources/labour relations, preferably in a unionized environment, with at least five (5) of those ten (10) years in a supervisory role. Expertise in the areas of performance management, disability management, budgetary practices and principles, complaint investigation, occupational health and safety and payroll administration will be considered desirable assets. Along with this, the successful candidate must have exceptional decision making/problem solving, conflict management, organizational, as well as oral and written communication/interpersonal skills. Candidates must possess solid computer skills; have the ability to work effectively with elected officials, unionized and exempt staff, as well as community members. (a copy of the full job description is available on the City web site at **[www.cornerbrook.com](http://www.cornerbrook.com)**).

**CLASSIFICATION:** NON-UNION  
**SALARY (2017):** \$58,278.00 - \$77,703.19  
**COMPETITION NO:** 2017-37  
**CLOSING DATE:** Review of resumes will begin on November 24, 2017

Please submit résumés, **giving complete details of qualifications**, to the Human Resources Office, City of Corner Brook, P.O. Box 1080, Corner Brook, NL, A2H 6E1. Fax # 709-637-1627; email [hr@cornerbrook.com](mailto:hr@cornerbrook.com)

*The City of Corner Brook thanks all applicants for their interest; however, only those selected for an interview will be contacted.*

# **POSITION PROFILE**

## **Manager of Human Resources:**

### **City of Corner Brook**

#### *Position Overview*

As a member of the management team, the Manager of Human Resources reports to the Director of Finance and Administration or designate and is responsible for the integration of Human Resources Management with the overall corporate organizational strategy to ensure HR processes such as recruitment, training and development are aligned with, and meet the needs of individual departments. Employees are the organization's most important asset and as such the Manager of Human Resources is responsible for the development of staff by identifying and promoting the competencies and skills required to successfully achieve corporate goals and objectives. The Manager of Human Resources is responsible to support current and future business needs through the development, engagement, motivation and retention of employees. The Manager also oversees professional development and training, recruitment and performance. In addition the Human Resources Manager responsibilities include employee and labour relations, compensation and benefits administration and disability management. Occupational Health and Safety, employee wellness and payroll administration are other core duties of the division.

#### *Responsibilities*

- Develop and implement HR strategies and initiatives aligned with the overall business strategy
- Monitor overall HR strategies, process and training effectiveness in supporting business strategy
- Act as the City's senior human resources and labour relations advisor to management staff in addressing demands, grievances and other issues
- Direct or assist in the overall planning, development, and administration of human resources or related programs
- Provide direction and supervision to the Supervisor of Human Resources, Supervisor of Payroll, Supervisor of OHS and HR/Payroll Specialist
- In cooperation with Directors and Managers, identify and build new organizational capabilities that support department business needs and strategy
- In cooperation with the Senior Management team, implement personal learning and development programs for an aging workforce to extend the length of service of employees

- In cooperation with the Senior Management team, develop an effective, organization-wide performance management system to facilitate structured and formal feedback to managers and employees
- Align the performance management system with business strategy and other HR processes or programs such as training and development, coaching, succession planning etc.
- In cooperation with the Senior Management team, lead and support change in the organization through fostering leaders who can anticipate change and act decisively and collaboratively
- Lead in the contract negotiation process including sitting at the bargaining table; researching options during negotiations; presenting options; and assisting in strategy development with management
- Oversee and participate in the grievance process
- Manage complex personnel problems including investigations of highly sensitive and confidential issues such as harassment, discrimination claims, or employee misconduct
- Oversee and participate in the recruitment and selection functions for the City from initial recruitment planning to final hire
- Assist managers in creating effective staffing plans to forecast supply and demand; developing long-range staff plans; supporting career paths and succession planning; and identifying skill development needs
- Administer a compensation program including conducting salary and benefit surveys, analyzing results, and making recommendations for change if necessary
- Oversee the preparation and monitoring of the budget for the Human Resources division and in consultation with management staff, preparing the annual salary budget based on projected needs for the departments
- Ensure that a fully functional occupational health and safety program is in place for the entire City operation and is in compliance with all legislative requirements
- Participate in reclassification requests
- Oversee and participate in attendance management issues
- Coordinate the job analysis process for City positions when required
- Monitor the City's group benefits program including participating in meetings of the Joint Group Benefits Committee

- Draft City of Corner Brook policies and procedures pertaining to the Human Resources division
- Ensure all human resources functions comply with collective agreements, legislation, and policy
- Other related duties and responsibilities as assigned

#### *Key Success Factors*

- Must have a Bachelor of Commerce Degree or a Bachelor of Business Administration Degree or equivalent with a concentration in human resources/labour relations from a recognized post-secondary institution. Must hold a Certified Human Resources Professional (CHRP) designation.
- Must have a minimum of ten (10) years of human resources/labour relations experience, preferably in a unionized environment with at least five (5) of those ten (10) years in a supervisory role
- Must have extensive knowledge of applicable legislation and collective agreement administration
- Must have expertise and experience in developing an organizational performance management system
- Must have knowledge of budgetary practices and principles
- Must possess strong computer skills
- Must have excellent customer service skills
- Must have excellent written and oral communication skills
- Must have exceptional time management skills
- Must have the ability to work in a fast-paced environment
- Must be a team player
- Must keep all work related information in the strictest of confidence
- Must possess a Valid Class 5 Newfoundland and Labrador Driver's License

#### *Additional Considerations*

- Normal work hours for this position are daily Monday to Friday (8:30 a.m. – 4:30 p.m.)
- Incumbent may be expected to attend various meetings and functions outside of regular work hours without additional compensation unless otherwise stated in City policy

Last Revised: June 2017