

Job Description – Manager, Human Resources

Division: Human Resources
Reporting to: Lead, 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 brings life to the Human Resources Business Plan.

Role

In the role, you will...

- Effortlessly foster and maintain a high degree of trust within the relationships you build through the trademark service and support you provide while meeting the needs of our clients
- Be a key resource for the administration of payroll and benefits and willingly provide guidance and support on queries, issues and escalations
- Effectively collaborate with business and Union partners to complete cross-functional tasks and resolve people matters that arise
- Be certain of your interpretation and administration of the collective agreements
- Enthusiastically act as lead for Joint Labour Management (JLM) meetings with the goal to build even stronger working relationships with our Union partners
- Take the lead on employee incident reviews and investigations to ensure processes are followed consistently and due diligence has been done
- Lead the team to over-deliver on Payroll, Benefits and Wellness initiatives
- Provide sound advice on workplace policies & procedures and share knowledge appropriately on applicable legislation including but not limited to the ESA, LRA, Ontario Human Rights Code and AODA
- Enjoy staying ahead of the curve when it comes to Human Resources trends and best practices
- Revel in the opportunity to assist in finding the right people who will contribute to our success
- Be an advocate for employee health and wellness and ensure we meet our obligations within the OH&SA and other legislation to ensure the safety of self and others
- Perform other duties we may need you to do

As a team member, you will...

- Be the epitome of a team player who revels at the idea of leading a team however jumps at the opportunity to lend a hand to their team members and colleagues
- From a distance, make a difference in the lives of our members by helping our team members make members' financial dreams come true
- Never let a moment pass by when you can enjoy teaching moments with team members and others
- 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
- Exude your upbeat energy and enthusiasm each and every day to motivate the team to be the best they can in every aspect of what they do
- 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
- Be a role model for FirstOntario's organizational culture by creating a positive impact at every touchpoint with people, with every word you say or put in print and everything you do

- Communicate in a fashion that is respectful and well understood
- Actively participate in community events as part of FirstOntario's overall commitment to Corporate Social Responsibility
- 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 payroll, 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
- Enjoy a challenge in regards to complex HR issues and be resourceful in the way you find solutions
- Embrace a flexible work style to the point you enjoy having multiple things on the go
- Appreciate the value of an open and collaborative work environment and the resulting knowledge sharing
- Not shy away from tough conversations
- Have the flexibility to travel within our extensive branch network
- Be a team role model and true leader in every aspect of the word who consistently walks the talk and demonstrates an overly positive attitude
- Appreciate the need to work independently while supporting team members and organizational objectives
- Be quick to respond to requests for service from all of your clients
- Genuinely care about people
- Take accountability and inherently demonstrate a high level of integrity and be trustworthy
- Be more than approachable with your superior interpersonal skills
- Innately demonstrate superior written and verbal communication skills
- Use your courage to take action in difficult and challenging situations and deal with uncertainty
- Do the right things for the right reasons
- Be aware of and mitigate enterprise risk factors and ensure compliance with applicable regulations, legislation and FirstOntario policies and procedures
- Be extremely comfortable using a computer particularly MS Office
- Embrace the philosophy of lifelong learning
- Sincerely show in every aspect of what you do that you are a great employee and dedicated team member of the fastest growing Credit Union in Canada

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