

Position: Human Resources Advisor
Reports To: Senior Manager, Human Resources
Department: HR
Last Updated: June 4, 2024

Basic Purpose:

Under the broad managerial direction of the Senior Manager, Human Resources, provides administrative support in the delivery of internal and external recruitment processes including advertisements, preparing job postings, background checks, summarizing applicant qualifications and coordinating interview arrangements. Oversees onboarding, and probation processes and facilitates new employee integration. Documents employee learning plans in consultation with branch and department supervisors, updates tracking tools and organizes compliance training activities. Assists with ensuring compliance with HR policies, labor relations, and health & safety standards, addressing contract issues and attending committee meetings. Handle benefit and payroll administration tasks, update HR policies, and support employee learning and development initiatives. Additionally, coordinate employee service awards, maintain HR documents, and contribute to continuous improvement efforts and professional development.

Major Duties and Responsibilities:

Administration of Recruitment, Selection, Onboarding Processes and Probation

1. Provides administrative support for the internal job posting and selection processes, including:
 - a. creating internal job postings, collecting applications and preparing applicant lists; answering questions to assist managers with the selection process, including any related to the selection criteria templates.
 - b. ensuring required approvals are obtained prior to posting.
2. Responds to general enquiries from managers and staff regarding the posting process and application of the Collective Agreement.
3. Provides administrative support for external recruitment activities including:
 - a. developing and placing external advertisements; and identifying the most suitable and cost-effective media.
 - b. supports the Senior Manager, Human Resources with the review of resumes, screen candidates, coordinate and participate in interviews, when required.
 - c. assisting with administering appropriate recruitment and selection tests, completing background checks, preparation of employment offers.
4. Assists the Senior Manager, Human Resources with recruitment activities for management positions such as developing external advertisements, administration of recruitment and selection tests, coordinating interviews, background checks and drafting of employment offer letters.

5. Coordinates and executes seamless onboarding processes to integrate new hires into the NDCU team effectively by:
 - a. continuously improving the onboarding program as it relates to brand, culture and the employee experience
 - b. collaborating with managers and cross-functional teams to coordinate onboarding activities including introductions to key stakeholders.
 - c. soliciting feedback from new hires regarding their onboarding experience, gathering insights on what worked well and areas for enhancement.
6. In collaboration with the Manager, Deposit Services & Training, organizes and facilitates new employee orientation and training sessions.
7. Responsible for overseeing and monitoring the probationary period for all employees by:
 - a. monitoring, coordinating and ensuring completion of first and final appraisals, following up with Managers when necessary to ensure completion in a timely manner.
 - b. supporting managers with developing actions plans for performance concerns or training for performance improvement.
 - c. ensuring final appraisals are signed off by HR and completion of probation letters are sent to employees
8. Conducts and tracks exit interviews for support positions to gather feedback and insights from departing employees, identifying areas for improvement and opportunities to enhance the employee experience.

Labour Relations and Health & Safety

9. Assists managers with day-to-day questions regarding contract interpretation.
10. Work with the Senior Manager, HR on grievance administration, and miscellaneous union issues.
11. Attends Labour Management Committee meetings to keep abreast of any Collective Agreement issues, or concerns that come up. Works with the Senior Manager, Human Resources to ensure any identified issues or concerns are addressed.
12. Attends Health and Safety Committee meetings to monitor compliance with WorkSafe legislation and keep abreast of workplace conditions and hazards and their status. Consults with the Senior Manager, Human Resources where areas of concern have been identified and facilitates follow-up activities at the branch or department level to maintain compliance.

Benefit & Payroll Administration

13. Completes and updates the Union Seniority List twice per year and sends the completed document to the Union (USW).

14. Payroll support:

- a. completes wage step increases for all union employees and sends to our payroll administrator.
- b. assists Senior Manager, Human Resources with any bonuses, and/or increases for exempt employees.

15. Provides benefit support to the payroll administrator and Senior Manager, Human Resources including:

- a. completion of weekly Indemnity Forms.
- b. long Term Disability forms
- c. pulls reports from My Benefits as required.
- d. onboards employees starting on the benefit plan.

Policy Maintenance

16. Assists with the research, development and maintenance of HR policies and recommends enhancements, ensuring compliance with legal regulations and industry standards.

- a. updates HR policies and procedures as necessary.

Employee Learning and Development, Career Planning and Continuous Learning

17. Provides administrative support to department managers executing learning initiatives for their assigned teams by:

- a. documenting employee learning plans developed by managers to identify and close skill and knowledge gaps or pursue career development opportunities;
- b. updating tracking tools such as position and course checklists to incorporate changed competencies;
- c. organizing and scheduling compliance training in accordance with established ERM requirements;
- d. supports managers with CCUA training options and registers employees for courses.
- e. pulls CCUA reports as needed and requested.

Employee Service Awards

18. Responsible for Employee Service awards.

- a. coordinate awards with employees
- b. arrange dinner celebration with Board of Directors

General Human Resources Support

1. Completes the CCUA Annual Compensation Survey on behalf of NDCU.
2. Creates, updates, and maintains organizational charts.
3. Adds, updates, and maintains HR documents on the Intranet, as required.
4. Proactively identifies opportunities and makes recommendations to enhance processes and tools.

5. Takes responsibility for self-development and continuous learning to achieve and maintain the required knowledge for the role.
6. Undertakes additional related duties, special projects, studies, or assignments as requested.
7. Supports with Employee Engagement Survey preparation and execution.
8. On a relief and as needed basis, performs duties of the Executive Assistant as assigned.
9. Maintains up to date knowledge in the field of human resources through ongoing review of industry literature and attendance at conferences and workshops.

Minimum Qualifications:

- Two years of related experience in administering human resource programs within a unionized environment
OR
- An equivalent combination of education and experience
- Holds a Chartered Professional in Human Resources (CPHR) or plans to work towards the designation.

Required Knowledge, Skills and Abilities (at the 100% operational level):

Knowledge of the credit union's mission, vision, guiding principles and brand statements

Knowledge of processes used to enhance brand equity

Knowledge of credit union operations and policies including risk management, security and safeguarding precautions as they relate to money laundering and robbery

Knowledge of current human resource principles, practices and legislation as they relate to recruitment, compensation, employee learning & development, succession planning, counselling, labour relations and performance management

Knowledge of available resources and contacts around statutory requirements and case law affecting employees, and ability to access those resources

Knowledge of policy development

Knowledge of training concepts and techniques

Knowledge of written and oral communication techniques, including presentation/facilitation skills

Knowledge of the interpretation and application of the collective agreement

Knowledge of credit union operations, policies, products, services and procedures

Proficiency with all human resource tools and applications, including CCUA and ADP

Knowledge of Central 1's online manuals and support documentation, and how to apply those guidelines in a practical setting

Knowledge of compliance processes associated with the Proceeds of Crime, Money Laundering and Terrorist Financing Act (PCMLTFA)

Knowledge of Privacy Legislation (PIPEDA)

Demonstrated PC literacy skills and working knowledge of MS Office applications including Word and Excel

Excellent interpersonal skills and the ability to communicate effectively, both verbally and in writing

Ability to maintain strict confidentiality when dealing with highly sensitive information

Ability to plan, schedule, organize and prioritize work

Ability to adapt to a changing culture, and to deal effectively with time constraints and deadlines

Ability to work as a team player and to apply creative approaches to resolving team issues

Ability to build relationships with all levels of employees and managers, engender trust and maintain professionalism