



Job Description

Manager of Human Resources

Department: Administration
Reports to: Chief Administrative Officer
Direct Reports: N/A
Term: Full-Time, Permanent

Job Summary:

Reporting to and under the direction of the Chief Administrative Officer (CAO), the Manager of Human Resources is responsible for the administration and delivery of the District of Ucluelet's human resources function. The Manager provides professional advice and support to the CAO, Directors, Managers, and Supervisors and implements human resources policies, programs, and practices that support the District's operational priorities and a respectful, safe, and effective workplace. The Manager also fosters and maintains a positive and collaborative working relationship with the District's union and its representatives.

The Manager provides both advisory and hands-on support in labour and employee relations, collective bargaining, recruitment and retention, compensation, performance management, disability and attendance management, training and development, workforce planning, occupational health and safety, benefits administration, workplace investigations, and human resources policy development.

Key Responsibilities:

- Under direction from the CAO, the Manager leads the development, implementation, administration, and continuous improvement of the District's human resources strategies, policies, procedures, programs, and practices;
- Provides strategic and operational human resources advice to the CAO, Directors, Managers, and Supervisors on complex and sensitive workplace matters;
- Supports organizational and workforce planning, including organizational structure, staffing capacity, succession planning, employee development and training, and emerging skill requirements;
- Identifies human resources risks, legislative changes, workforce trends, and organizational issues and recommends appropriate strategies and actions;
- Provides leadership and professional advice on labour and employee relations matters in a unionized municipal environment;
- Interprets and administers collective agreements, employment contracts, District policies, and applicable employment legislation;

- Leads or supports grievance management, dispute resolution, mediation, arbitration preparation, and other labour relations processes;
- Supports collective bargaining through research, costing, mandate and proposal development, negotiations, implementation, and ongoing collective agreement administration;
- Develops and maintains constructive relationships with union representatives and supports collaborative resolution of workplace issues;
- Conducts or coordinates workplace investigations and provides objective recommendations based on findings, applicable legislation, policy, and procedural fairness;
- Working with the Senior Leadership team, the Manager oversees recruitment and selection processes and works to identify staffing requirements, develop job descriptions and postings, conduct interviews, and support selection decisions;
- Develops recruitment and retention strategies responsive to the District's organizational needs and geographically unique labour market;
- Oversees employee onboarding and offboarding and identifies opportunities to strengthen the employee experience;
- Administers and advises on compensation and classification frameworks for unionized and exempt positions, including job evaluation, classification review, market analysis, and internal equity;
- Develops and supports effective performance management practices and coaches Managers and Supervisors on employee performance, development, feedback, and corrective action;
- Identifies organizational training and professional development needs and coordinates initiatives that strengthen employee, supervisory, and leadership capacity;
- Oversees disability management, return-to-work, accommodation, and attendance management processes in collaboration with employees, management, unions, benefit providers, WorkSafeBC and other parties as appropriate;
- Provides leadership and administration coordination for the Joint Occupational Health and Safety Committee;
- Under direction of the CAO, the Manager develops and maintains human resources policies, procedures, guidelines, templates, records, and administrative systems in accordance with privacy, records management, and legislative requirements;
- Develops HR metrics, reports, workforce information, and recommendations to support organizational decision-making and planning;
- Promotes a workplace culture based on respect, integrity, accountability, inclusion, collaboration, and professionalism and provides guidance regarding respectful workplace matters and conflict resolution;
- Represents the District with legal counsel, consultants, benefit providers, professional associations, external agencies, and other organizations on human resources matters;

- Participates as a member of the District's management team and contributes to organization-wide planning, policy development, emergency operations, and strategic initiatives;
- Coordinates the District's employee rental housing arrangements, including the administration of sublease agreements;
- Plans and coordinates staff events and activities that support employee engagement and a positive workplace culture;
- Other related duties as assigned.

Required Knowledge, Skills, and Abilities:

- Thorough knowledge of human resources management principles, practices, and professional standards;
- Strong knowledge of British Columbia employment and labour legislation and the ability to interpret and apply legislative, collective agreement, policy, and contractual requirements;
- Demonstrated knowledge of labour relations principles and practices within a unionized environment;
- Sound judgement and the ability to manage complex, confidential, and sensitive matters with professionalism, discretion, objectivity, and procedural fairness;
- Excellent interpersonal, communication, facilitation, coaching, negotiation, conflict resolution, and problem-solving skills;
- Demonstrated ability to conduct workplace investigations and prepare clear, objective findings and recommendations;
- Strong analytical, research, organizational, and project management skills, including the ability to assess risk and manage competing priorities;
- Ability to balance strategic priorities with day-to-day operational requirements in a dynamic, multidisciplinary organization;
- Exceptional written communication skills and the ability to prepare policies, reports, correspondence, recommendations, and other professional documentation;
- High degree of integrity, professionalism, emotional intelligence, and commitment to confidentiality;
- Proficiency with human resources or finance management systems and Microsoft Office applications.

Required Education, Experience, and Qualifications:

- Degree or diploma in Human Resources Management, Labour Relations, Business Administration, Public Administration, or a related discipline;
- Minimum of five (5) years of progressively responsible human resources experience, including significant experience advising management on complex employee and labour relations matters;

- Demonstrated experience in a unionized environment, including collective agreement interpretation, grievance management, employee relations, and collective bargaining;
- Experience across multiple human resources disciplines, including recruitment, performance management, workplace investigations, compensation, job evaluation, disability management, policy development, organizational development, and training;
- Experience in municipal government, another local government organization, or the broader public sector is strongly preferred;
- A combination of equivalent education, professional development, and progressively responsible experience may be considered;
- Employment is conditional upon the successful completion of a criminal record background check.

Required Certifications:

- Chartered Professional in Human Resources (CPHR) designation or progress toward the designation is considered an asset.
- Workplace Investigations Certification or willingness to obtain.

Working Conditions:

- Office environment;
- Regular interaction with employees, management, union representatives, external advisors, and other stakeholders;
- Regular handling of sensitive, confidential, and complex employee and labour relations matters;
- Occasional attendance at evening meetings;
- May be required to provide human resources support during emergency operations or other significant organizational events.