



Métis Family Services

Fax: 604 582-4820

312-7485-130 Street, Surrey BC V3W 1H8

Phone: 604 584-6621

---La Societe de les Enfants Michif---

Title	Human Resource Generalist – Full Time Permanent		
Department	Human Resources		
Reports To	Director of Human Resources		
Date Prepared	June 24, 2022	Closing Date	Open Until Filled

The Role

Métis Family Services is currently seeking a **Human Resources Generalist** to contribute and provide professional support to further develop, sustain, and support a wide variety of human resource functions within human resource programs and systems, business planning, and operational requirements.

This position acts as a first point of contact for the department, dealing professionally and courteously with general enquiries and referring complicated higher-level issues to the Director of HR or the Executive Director. This position will assist and play a key role in supporting the Director of Human Resources and the Executive Team with the varied HR roles and functions pertaining to Agency.

Reports to: Director of Human Resources

Key Duties & Responsibilities

- Full cycle recruitment for union and non-union positions. This includes creating and posting job vacancies, pre-screening, interviewing, conducting reference checks, selection, security checks, offer presentation and negotiation and exit interviews. Create offer letters and edit based on the collective agreement and provincial legislation
- Prepares employment-related correspondence including distribution of new hire packages and determination of benefit entitlement for all employee groups.
- Conduct behavioural virtual and in-person interviews to assess candidate's ability and potential to succeed in open positions and keeping detailed interview notes from virtual and in-person interviews
- Create job postings and maintaining records for all jobs using the online application system, scheduling interviews for shortlisted candidates, and notifying candidates of results
- Advise and guide hiring directors and team leaders on recruitment policies, best practices and participate in selection of final candidates to ensure the diversity and inclusion practices and policies are adhered to
- Provides onboarding information to employees and their supervisors related to probationary performance reviews and directs the employee and Supervisor for tracking and action.
- Ability to act as a project manager on HR related projects.
- Assist with and support the implementation of a Human Resources Information System (HRIS)
- Track all candidate activity within an HRIS and system administrative duties as required
- Support HR Administration, HR Engagement, Recruitment & Retention, Training & Development and Performance Management initiatives
- Create employee records in the HR system. Monitors and processes employee records for increments, regularization, time off status, and seniority, working closely with Payroll to provide timely and accurate data for payroll processing. Liaise with payroll personnel records changes

- Administers the Agency's absence management reporting by supporting system notifications, training and problem solving.
- As a first point of contact for the department pertaining to general enquiries, also refers more complex higher-level issues to the HR Director and Executive Director.
- Runs and distributes a variety of HR employee related reports as needed and performs regular audits to ensure all employee related data is accurate and complete.
- Utilize process improvement techniques to analyze and recommend changes to systems and procedures to ensure the efficiency of HR processes and accuracy of employee records and HR data.
- Serves as a resource on the HRIS services initiatives and conducts user acceptance testing during system upgrades.
- Provides interpretations to candidates and employees on various policies and procedures including the collective agreements, benefits, and compensation (including pensions), and terms and conditions of employment.
- Liaise with supervisors to provide constructive discipline documentation and ensure proper processes are followed and records kept.
- Ensures the disability management program is effective, including EIP program, Leave of Absence and short- and long-term leaves
- Provides general administrative support such as documenting and maintaining HR/employee records
- Work with the highest standards of integrity
- Performs other related duties as required.

Qualifications, Education & Experience

- Bachelor's Degree/ Post-Secondary education in Business, Human Resources, or related program
- Working towards and/or completion of CPHR designation is a strong asset
- 2 - 4 years of experience in Human Resources roles, ideally as an HR generalist
- Must have experience in full cycle recruitment/talent acquisition (this includes sourcing, screening, interviewing, offer presentation and negotiation)
- Must have working experience with an HRIS
- Experience with LinkedIn, Indeed and other sourcing databases
- High level of proficiency working with desktop applications including MS Office.

Job Skills and Abilities

- Ability to handle first level HR issues effectively and escalate to the Director of HR or the Executive Director, as required
- Experience using an HRIS, and Applicant Tracking System would be an asset, specifically familiar working with an HR and payroll system within a unionized environment.
- Quickly learn technical concepts, think critically and analytically, assess risk, prioritize and problem solve
- Identifies opportunities for business process improvements and efficiencies
- Demonstrated understanding and working knowledge of relevant Employee and Labour Legislation including Employment Standards Act, Human Rights and Labour relations Code
- Excellent interpersonal, communication, facilitation, and presentation skills with the ability to handle sensitive and confidential situations and documentation
- Exceptional oral and written communication skills.
- Demonstrated ability to communicate with clients in an effective, professional, and personable manner is essential.
- Exceptional interpersonal skills with a demonstrated ability to provide excellent customer service to all levels of stakeholders.
- Excellent judgment with a demonstrated ability to provide sound direction and advice on a variety of human resources issues.
- Demonstrated ability to maintain confidentiality on sensitive issues.
- Demonstrated ability to collaborate and to work on a team.
- Detail-oriented with strong organizational skills.



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- Demonstrated ability to multi-task and manage conflicting priorities and deadlines in a fast-paced environment.
- Ability to perform HR and related duties with deliberate speed and accuracy without immediate and constant supervision and to prioritize and make some basic decisions independently.
- Must be flexible with a demonstrated ability to cope with a significant workload while working under pressure.
- Demonstrated ability to embrace change and look for ways to innovate and improve work processes using process improvement techniques.
- Working knowledge of Collective Agreements and employment related law.

Additional Information:

- This position requires the ability to function independently while managing multiple projects and deadlines including effectively managing emergency situations. Program delivery activities may require a moderate level of physical fitness to effectively carry out duties of the position.
- Required to use own vehicle. Valid Class 5 Driver's License, Driver's Abstract and a reliable and safe vehicle.
- Subject to a positive reference check.
- Successful completion of security screening requirements of the BC Public Service, which includes a criminal records check, and/or Criminal Records Review Act (CRRRA) check, police record checks and/or enhanced security screening.
- Carrying out special projects as required by the Director of Human Resource and the Executive Director.

Indigenous Behavioural Competencies:

Cultural Agility, Indigenous Centered Service Approach

Behavioural Competencies:

Expertise, Relationship Building, Teamwork, Organizational Commitment, Service Orientation, Change Management, Decisive Insight, Responsive Learning

Rate of pay: \$60,300 – \$93,300 Annually

Start date: As soon as possible.

Please clearly state the position you are applying for and forward your **resume & cover letter** to the attention of Kay Rampersad by email to: HR@metisfamilyservices.ca

This is an Excluded position.

Metis Family Services thanks all applicants for their interest in this career opportunity; however, only those considered for the position will be contacted. No telephone inquiries please.