

Job Description			
<b>Job Title:</b>	HR Generalist		
<b>Division:</b>	City Manager's Division		
<b>Department:</b>	Human Resources		
<b>Section:</b>	Human Resources	<b>Affiliation:</b>	OOS
<b>Reports To:</b>	HR Officer	<b>Status:</b>	Permanent
<b>Job Class:</b>	4	<b>Level Cap:</b>	8

### **PURPOSE OF POSITION**

The HR Generalist provides dedicated support to their business units and the employees on a broad range of human resources processes and activities. Specific responsibilities include providing strategic consulting services in the areas of recruitment, selection and retention, union-management relations and employee relations. The HR Generalist focuses delivery on specific business needs while maintaining consistency with the overall corporate approach.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

#### **Recruitment and Staffing**

- Assists business units on selection issues, including choosing assessment tools, developing testing, designing interviews, meeting hiring requirements, and conducting reference checks, as related to corporate initiatives such as accessibility, representative workforce, and employer branding;
- Operating as a strategic business partner to analyze workforce planning needs, monitor trends and proactively develop creative strategies to meet these needs;
- Assisting business units within the customer group in effective recruitment, selection and retention processes;
- Ensuring internal staffing processes are administered within the relevant articles of collective agreement which pertain to recruitment, recall, layoff, and related functions;
- Assisting in the identification of corporate training and organizational development needs and in the implementation of strategies to meet these needs.

#### **Employee Relations**

- Interpret collective agreements, employment law, City policies, relevant legislation, and past practices to present or make recommendations on employment and equity issues;
- Promote harmonious employee relations while guiding and coaching supervisors and managers on a wide variety of employee issues;
- Participates in the planning of HR programs, policies and process and acting as a champion for these programs, while implementing them within the customer group;
- Conducts interviews and investigations and prepares reports on findings;
- Assisting business units within the customer group in conducting investigations (i.e. Respectful Workplace, Human Rights), resolving issues, and participating in resolutions;
- Identifying suitable jobs for employees who have been displaced from their positions who require accommodation;

- Managing union-management relations as it relates to the customer group, including contract interpretation, discipline, and grievance handling;
- Providing advice and information to managers on employee relations issues;
- Administering WCB and LTD for the customer group and facilitating Early & Safe Return to Work programs;
- Advise the Human Resources Officer of corporate issues and participate as a team member in resolving these matters;
- Maintaining employee records on the City's HRIS.

### **Employee Development**

- Develop and deliver orientation and HR related training in initiatives and programs;
- Monitor trends and implement initiatives to maximize human resource potential;
- Educate employees on benefits, engagement, culture, accessibility, etc.;
- Foster a positive attitude toward the organization;
- Provide guidance on performance management programs;
- Participate in and/or provide support services for special organizational projects related to Human Resources;
- Listen to workplace concerns and coach employees in effective problem solving or coping techniques.

NOTE: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

## **POSITION QUALIFICATIONS**

### **SKILLS**

- Strong interpersonal skills combining active listening with effective communication, including ability to extract pertinent information and diplomatically present and maintain a decision;
- Critical thinking skills to identify and understand the nature of issues, generate a number of different approaches for resolution, identify the strengths and weaknesses of approaches, and anticipate ramifications of decisions in consideration of variables;
- Information gathering skills used in knowing how to find and identify essential information;
- Demonstrated initiative to independently plan, organize, and prioritize workload taking into consideration conflicting deadlines and multiple unrelated projects;
- Excellent communication skills, including the ability to articulate concepts, verbally and in writing in a clear, concise and accurate language;
- Proficient use of computer equipment, operating systems, word processing, spreadsheet, and database software.

### **KNOWLEDGE**

- Working knowledge of HR related legislation including the Worker's Compensation Board Act, the Employment Standards Act, and the Labour Relations Act;
- Knowledge of HR functions including labour relations, staffing and recruitment;
- Knowledge of City protocol used to manage situations effectively in all areas of the organization and community;
- Working knowledge of sound business practices related to HR management;
- Solid understanding of collective agreements and their application.

## **ABILITIES**

- Ability to communicate effectively, to answer a variety of enquiries with courtesy, tact and discretion and to prepare and deliver clear and concise verbal and written reports;
- Ability to maintain confidentiality;
- Ability to analyze business needs and think strategically;
- Ability to work independently and as part of a team, to plan and resolve issues in a timely manner and to take on the role of project leader;
- Ability to exercise discretion and good judgment regarding sensitive or confidential issues and in providing information to internal or external the customers;
- Ability to meet time sensitive deadlines;
- Willingness to adapt to new technological changes and improvements;
- Willingness to participate in continuous upgrading, training, and self-development programs;
- Ability to travel throughout the City and work under a variety of working conditions.

## **MANDATORY EDUCATION AND EXPERIENCE**

- Grade 12, G.E.D., C.A.E.C., or Mature High School Diploma;
- Post-Secondary Certification in Human Resource Management or Business Administration Diploma with HR Specialization;
- Hold and maintain Class 5 Province of Manitoba Driver's License, and have access to a personal vehicle;
- Minimum of five (5) years of progressive HR experience in a unionized environment.

## **PREFERRED EDUCATION AND EXPERIENCE**

- Chartered Professional in Human Resources (CPHR) designation is considered an asset.

NOTE: The qualifications are not intended to limit the opportunities for interested candidates but provide the candidates with an understanding of the level of expertise required in this position.

## **WORKING CONDITIONS**

### **PHYSICAL CONDITIONS**

The duties of the HR Generalist are carried out primarily at City Hall in an office environment.

- Sits at a desk using keyboard and office equipment (daily);
- Uses hands, arms, shoulders at various counter heights (daily);
- Physical ability to carry out selection testing requirements in a variety of settings (frequently);
- Travels to various City facilities and work under various environments (frequently);
- Lift and/or move up to 20 lbs (occasionally).

### **PSYCHOLOGICAL/STRESS CONDITIONS**

The HR Generalist's workload and environment does not generally increase employee emotional or stress levels

- Interruptions and requests from multiple areas (daily);
- Numerous priorities and continuous demands from multiple areas (daily);
- Short periods of intense concentration while researching projects (frequently);
- Managing conflict between employees, unions, or the public (frequently);
- Upset employees/customers on the telephone and in person (occasionally).

## **WORK CONDITIONS**

The HR Generalist works independently and as part of the HR team providing support to a variety of people.

- Works in coordination as part of the Human Resources team to deliver quality human resource services to the organization (daily);
- Wide variety of tasks requiring ability to manage multiple projects and make independent decisions (daily);
- Works in a shared and consultative manner with other employees (daily);
- Self-motivated and quality driven to perform independent projects (daily);
- Goals with objectives are used for performance management (annually);
- Responsible to the Human Resources Officer.

NOTE: The conditions described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Department Head: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_