

# Job Description

## DIRECTOR OF HUMAN RESOURCES

<b>Job Title:</b>	Director of Human Resources
<b>Job Type:</b>	Full-time; Salaried
<b>Reports To:</b>	Chief Administrative Officer

### Job Purpose

The Director of Human Resources is responsible for leading, developing, and implementing the policies and activities of the Human Resources (HR) department. The Director of HR ensures informed, innovative, and consistent strategic HR practices that lead to positively influencing the culture and workplace experience. The Director of HR plays a critical role in building organizational capability and fostering a respectful and supportive culture.

### Duties and Responsibilities

Following are the primary job duties and responsibilities of the Director of HR. The following statements are intended to describe the nature and level of work being performed, but may not be an exhaustive list of all the duties and responsibilities required for the position. Other duties and responsibilities may be assigned by the Chief Administrative Officer.

**1. Leads the planning, development and implementation of HR strategies and plans.**

- Prepares an annual HR plan complete with projected costs and submits to the Chief Administrative Officer for review;
- Administers the annual HR plan and accompanying budget;
- Provides proactive and strategic guidance and support for organizational planning and development initiatives that align HR with key local government strategies and initiatives.

**2. Delivers a full range of HR services and processes.**

- Manages the development, revision and innovation of HR related policies and procedures, to deliver a consistent, reliable service to employees and management;
- Provides support and advice to employees and management for all HR matters;
- Secures qualified employees for the organization by developing and managing recruitment and orientation programs;
- Directs training and development programs to assist with employee growth;
- Responsible for the performance management system and ensures annual reviews are complete prior to the budget cycle;
- Monitors the organization's compliance with federal, provincial, and local employment laws and regulations, and recommended best practices;
- Makes recommendations and assists in the development and implementation of new benefit programs and services;
- Develops and manages relevant rewards and recognition programs;
- Sustains equitable compensation by designing and administering a job evaluation and remuneration policy;
- Safeguards personnel records by establishing, controlling, and storing employee records to ensure confidentiality;

- Protects employees and organization assets by assisting in the establishing and enforcing of health and safety practices with a focus on employee needs;
  - Assists with any employee constructive discipline concerns and terminations.
- 3. Conducts HR research and activities.**
- Remains current with HR trends, philosophies, programs and funding sources in the Province of New Brunswick;
  - Leverages workforce insights and analytics to focus management on relevant people management issues while assessing potential strategies and solutions;
  - Develops and maintains trusting and mutually beneficial working partnerships with HR colleagues;
  - Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; and participating in professional societies;
  - Prepares HR funding proposals in conjunction with the Chief Administrative Officer.
- 4. Acts as an HR liaison and coach with internal stakeholders. .**
- Establishes and maintains positive working relationships with all staff;
  - Responds to and provides requested HR information to various staff;
  - Provides coaching, advice, and conflict resolution support to staff on HR issues;
  - Acts and an advocate for employee rights and code of conduct violations;
  - Provides regular employee communication on HR plans and information.
- 5. Supervises and leads HR staff (if applicable) to ensure a positive and healthy work environment.**
- Drives an effective HR team that instills company-wide trust and value for the HR function;
  - Leads the HR team, providing guidance and coaching for team members;
  - Supervises, evaluates and verifies staff performance through the review of goals and objectives and the review of completed work assignments and techniques;
  - Communicates municipal policies and procedures to ensure harmonious employee relations.
- 6. Performs other administrative duties and special projects.**
- Develops an annual programs assessment report which includes costs of programming, the number of participants, and other information as required by the Chief Administrative Officer;
  - Provides monthly reports to the Chief Administrative Officer regarding accomplishments;
  - Maintains quality records on programs and activities for use in future planning and annual evaluation;
  - Completes special projects as assigned by the Chief Administrative Officer.

## **Qualifications**

The qualifications required to successfully perform the job are as follows:

- Completion of a post-secondary degree or certificate in Human Resources, Business, or Public Administration or relevant experience;
- 7-10 years of experience in HR administration;
- Valid New Brunswick driver's license;
- A Chartered Professional in Human Resources (CPHR) designation is preferred;
- Equivalent combination of education and experience may be considered.

## **Knowledge, Skills and Abilities**

The following knowledge, skills and abilities are required:

1. Communication Skills
  - Excellent communication skills; including the ability to listen actively, respond verbally in a manner that is clear and respectful, and prepare written communications that are clear and concise;
2. Client Service Orientation
  - The ability to consistently communicate in a friendly and helpful manner and respond appropriately to client inquiries, requests and complaints;
3. Interpersonal Skills
  - Teamwork and relationship-building skills including the ability to establish and maintain effective working relationships with peers, subordinates, Council members, residents, government officials, contractors/suppliers, business representatives and other stakeholders;
  - Ability to negotiate and deal with diverse groups of people.
4. Political Skills
  - Knowledge of any relevant municipal policies, procedures, regulations and by-laws;
  - Knowledge of formal and informal political processes at the local, provincial and federal levels;
  - Knowledge of existing government sponsored HR initiatives and programs;
  - Ability to develop, maintain and utilize a network of HR contacts.
5. Research and Analytical Skills
  - Knowledge of the fundamentals of business operations including finance, accounting, budget preparation and adherence, project evaluation, marketing and legal processes;
  - Knowledge of the social, cultural and demographic composition of the district, including challenges that face the municipality;
  - Ability to accurately define and effectively address problems as they arise.
6. Organizational Skills
  - Ability to set realistic goals and develop plans to achieve them;
  - Ability to manage time effectively;
  - Ability to access essential information in a timely manner;
  - Ability to prioritize work, manage multiple demands, meet tight deadlines, remain calm during crises, respond constructively and support others in challenging situations;
  - Ability to develop and implement goals, objectives, priorities, practices and procedures.
7. Manual Skills
  - Skill in using office equipment, computers and software, including proficiency in Internet access and Microsoft Office.

8. Other Skills

- Ability to work with minimal supervision;
- Ability to retain confidential information;
- Ability to work on a number of projects and tasks simultaneously and prioritize accordingly.

**Working Conditions**

The Director of Human Resources must spend considerable time interfacing with people. There are times the incumbent may face stress due to the need to manage multiple requests and demands and complete tasks within tight deadlines. Assistance to other staff may be requested, from time to time, and may be faced with frequent interruptions and the constant need to shift priorities. Participation in community events may be periodically required on evenings, weekends and statutory holidays.

**Physical Requirements**

The Director of Human Resources may spend long hours sitting and using office equipment and computers, which may cause eye and muscle strain.

**Hours of Work**

The regular work week is 35 hours. Participation in community events and meetings may be periodically required on evenings, weekends and statutory holidays.

**Certification and Approval**

Employee and Supervisor Certification

<p>I certify that I have read and accepted the duties and responsibilities assigned to this position.</p>  <p>_____</p> <p>Signature (Employee)</p>  <p>_____</p> <p>Printed name</p>  <p>_____</p> <p>Date</p>	<p>I certify that this job description is an accurate description of the duties and responsibilities assigned to this position.</p>  <p>_____</p> <p>Signature (Supervisor)</p>  <p>_____</p> <p>Printed name</p>  <p>_____</p> <p>Date</p>
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<p>Approved by Chief Administrative Officer:</p>	
<p>Printed Name:</p>	
<p>Date:</p>	