



Director, Human Resources and Corporate Services

Reports To:	Executive Director
Supervises:	Supervisor, Corporate Services; Human Resources Officer; Tenant Service Representatives
Department:	Human Resources and Corporate Services

Summary

The Director of Human Resources and Corporate Services manages the full spectrum of human resources and payroll functions, ensures proper functioning of CCOC workplaces, oversees the tenant service desk, supports good governance, and oversees corporate secretariat services.

Responsibilities (this is not an exhaustive list)

1. Manages human resources functions and payroll by:
 - supporting managers in hiring new staff, ensuring standard and consistent practices for hiring, welcoming and orientation;
 - ensuring compliance with statutes regarding Employment Standards, WSIB, Employment Insurance (including the requirements of the Employee Sub Plan);
 - managing CCOC employee benefits programs, liaising with payroll and benefits providers to negotiate contracts and maintain optimal service delivery;
 - monitoring compliance with corporate policies and procedures regarding Retirement Savings, Pension and Group Insurance plans, Employee Assistance Plan;
 - overseeing employee and volunteer training and professional development, including delegations to sector conferences;
 - advising and supporting the Health and Safety Committee;

- working with the Executive Director, Department Directors, managers, supervisors and Personnel Committee and staff to identify Policies of Employment (POE) issues that warrant review and keeping the POE up to date;
 - supporting strong internal communications, programming regular all-staff meetings and reinforcing an organizational culture of achievement and innovation.
2. Ensures good functioning of CCOC workplaces and supports information technology by:
 - ensuring staff are equipped with appropriate technology to meet ongoing and changing needs;
 - planning and executing network and systems maintenance and enhancements;
 - managing regular desktop hardware and software and end-user needs, with external resources and vendors as required;
 - overseeing basic office administration, supplies and shared equipment;
 - managing the phone system, voicemail and auto-attendant systems;
 - managing corporate cellular telephone plans and 'bring-your-own-technology' programs.
 3. Oversees proper functioning of the tenant service desk by:
 - Supporting the Supervisor, Corporate Services in monitoring information and service requests at the tenant service desk to ensure staff, publications and communications supply the right information to tenants;
 - Ensuring Tenant Services Representatives staffing the service desk are properly equipped with information, training and tools to provide exceptional customer service.
 4. Oversees support for good governance through the Supervisor, Corporate Services, who provides corporate secretariat services, manages records, archives and information technology.
 5. Manages the Human Resources and Corporate Services Department, and hires, trains, coaches and supervises staff by:
 - ensuring a fair distribution of work;
 - ensuring the preparation of annual work plans;

- conducting annual performance reviews;
- ensuring that tasks in job descriptions of reporting staff are carried out and the outputs meets the organization's goals;
- ensuring the effective integration of the Department and staff into larger corporate workflows and the organizational mission; and
- reviewing material produced by staff.

6. Advise and support the Personnel Committee of the Board by:

- ensuring committee members are informed as needed to make sound decisions and recommendations to the Board;
- preparing regular reports to, and attending all meetings of the committee as staff support;
- ensuring the committee is informed of workplace issues and employment related matters;
- in conjunction with the Executive Director, advising the committee on appropriate staffing levels; and
- advising the committee on policy development, strategic planning.

7. Performs such other duties as may be required by the Executive Director or Personnel Committee.

This position supports the work of Centretown Citizens Ottawa Corporation, Centretown Citizens Housing Co-Operative and Cahdco (Centretown Affordable Housing Development Corporation).

Education and Experience

- Completion of a four-year post-secondary degree.
- 5 years of related work experience, including some supervision of staff
- A Certified Human Resources Professional (CHRP) designation is considered an asset
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements
- Familiarity with ADP Workforce now is considered an asset
- Intermediate ability to use Microsoft Office Suite
- Advanced verbal and written communication in English
- Advanced verbal communication in French, intermediate written communication in French

- Experience in payroll, benefits and human resources administration, particularly registered pension plans, such as OMERS

Supervision and Decision-Making

- Decision-making forms an extremely large part of the role and will impact a major function of the organization and corporate objectives. Procedures and precedents are generally not well established, so considerable judgement and complex interpretation are required for developing solutions
- Responsible for providing direction and control over a CCOC Department. Provides counsel to employees directly or indirectly supervised
- Supervises a small team
- Works independently and must be able to think critically. Methods and procedures are not well established
- Significant financial and impact to the organization if errors are made
- Frequent use of confidential information where disclosure could result in harm to the organization

Working Environment

- Interaction with internal colleagues may involve handling conflict . The incumbent may be called upon to present material that is contentious and requires considerable interpersonal skills
- Interaction with external contacts involves the exchange of simple facts
- Normal office environment; periods of light physical effort are required (for example; intermittent sitting, standing or reading)
- Some degree of physical skill and coordination required (for example; basic keyboarding)
- Comfortable work environment
- The incumbent may be exposed to a considerable amount of stress The work environment may involve considerably stressful situations at times