

## Job Description/Specification

<b>Identification</b>	<b>J0208</b>	<b>TFEU/BCTF Joint Salary Committee Decisions</b>
<b>JOB/POSITION TITLE:</b>	Manager, HR	<b>FORMER TITLE/DEPARTMENT:</b> HR Supervisor
<b>DIVISION/DEPARTMENT:</b>	Human Resources	<b>PAY GRADE:</b> 7
<b>SUPERVISOR'S TITLE:</b>	Director of Human Resources	<b>DATE APPROVED:</b> Jun 6, 2019

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### Function and purpose (a)

To co-ordinate and supervise the day to day operations of the Human Resources (HR) Department and to participate in the work of the support staff of the HR Department.

To oversee Federation payroll, pension and benefit plans and to assist and provide confidential administrative support to the Director of Human Resources, and other management staff in the areas of labour relations, collective bargaining, recruiting, budget preparation, and monitoring.

Oversees all administrative procedures to ensure accurate application of entitlement provisions of collective agreements and personal service contracts.

### Principal duties and responsibilities (a)

#### Human Resources:

1. Co-ordinates, supervises and participates in the work of the HR Department support staff. Establishes quality control standards and ensures the maintenance of those standards. Designs and implements training plans for HR support staff on HR procedures and systems.
2. Schedules and authorizes hours of work, overtime, vacations, and leaves of absences according to established policy and/or the collective agreement provisions for HR support staff.
3. Identifies and/or investigates conflicts and problems involving HR work flow. Measures and evaluates the performance of the HR Department workflow and suggests corrective action where necessary to the Director of Human Resources. In consultation with the Director of Human Resources, implements new or revised practices and procedures.
4. Acts as confidential administrative support to the Director of Human Resources and to the Executive Director regarding personnel matters; processes a broad range of highly confidential information

such as grievance records, disciplinary notes and records, employment histories, correspondence and records pertaining to negotiations, job reviews and personnel files. Provides assistance in the area of research for collective bargaining and the resolution of grievances.

5. Manages benefit administration including enrolment and reporting for health, extended health benefits, dental, group life, and other benefit plans for both active and retired staff. Oversees the costing and remittances for benefit plans. Prepares annual census report for Great West Life for life insurance and accidental death and dismemberment plans.
6. Calculates Employment Insurance (EI) sickness and pregnancy/parental leave top up payments. Reports earnings of employee accommodated employment and processes life insurance premium waivers. Calculates and processes life insurance payouts. Informs employees of pregnancy/parental and sick leave processes including application for EI, Long Term Disability (LTD), Supplemental Employment Insurance Benefits (SEIB) plan, benefit maintenance, and pension plan maintenance.
7. Communicates with beneficiaries, retirees, and staff who may be seriously ill or in poor health.
8. Provides detailed information on an ongoing basis to employees and retirees pertaining to Federation regulations, benefits, pension plans, and salary/collective agreements for the purpose of initiating/terminating benefits and pay. Advises employees, confidentially, of entitlements under pension and benefit plans, labour standards legislation, and collective agreement provisions.
9. Responsible for ensuring the accuracy of seniority lists for support and administrative staff.
10. Oversees the implementation and administration of the Federation Orientation Program, job classification, and Salary Determination Process as required.
11. Responsible for the effective implementation and maintenance of manual and electronic information processing systems in the areas of record keeping, information processing and communications to ensure timeliness, accuracy and compliance with Federation policy and standards, collective agreements, agency agreements. Provides related training to staff and advises the Director of Human Resources in the various areas of office administration.
  - a. Responsible for the organization of HR documents within the Federation's document management system. Establishes and maintains the department's offsite storage, retention and destruction schedules, and ensures that files are prepared for off-site storage.
  - b. Oversees entitlement management system; communicates with service provider regarding functionality of system, enhancements, and troubleshooting.
  - c. Oversees payroll management system; communicates with service provider regarding functionality of system, enhancements, and troubleshooting.

12. Conducts special studies of computer and integrated office systems; participates in the design and implementation of new systems as required.
13. Organizes physical layout of department; co-ordinates equipment, furniture, telephone and computer requirements.
14. Monitors overtime, casual, bonusing, and overall budgets for M120 and prepares budget amendments for approval by the Director of Human Resources.
15. Responsible for the accuracy and timely application of employee entitlement records.
16. Works with the Director of Human Resources to ensure that the division is a healthy workplace free of any forms of harassment, sexism, or racism and maintains effective working relations between individual members of staff.

**Payroll:**

1. Responsible for the supervision of the Federation and payroll service payrolls. Ensures that HR payroll records and procedures and documentation comply with requirements of Personal Information Protection *Act*, the Income Tax *Act*, excise and sales tax legislation, EI and related statutes; ensures that all payroll records and control procedures are established and maintained according to professional standards; monitors the payroll and benefits service offered to local offices to ensure compliance with the Terms of Reference.
2. Ensures the accuracy and timeliness of biweekly payroll processes and documentation.
3. In conjunction with the Director of Human Resources, is responsible for liaison with payroll service provider including troubleshooting and resolving payroll issues as well as remittance of fees.
4. Calculates, prepares, and authorizes documentation for terminating employees such as records of employment, termination payouts, and retirement gratuities. Answers inquiries and provides direction to the Accounting Department and HR staff on payroll matters.
5. Responsible for the administration, calculation, and processing of deferred salary leave deductions and payouts ensuring compliance with regulations. Communicates as needed with staff.

**Pension:**

1. Under the general direction of the Plan Administrator, administers the multiple benefit staff pension plan by originating, maintaining, and controlling pension records such as employee/employer contributions, terminations, deferred pensions, long-term disability benefits, death benefits, and retirees' pensions and indexation; answers inquiries from staff and advises upcoming retirees and terminating staff of the options available; calculates amount of index for each pensioner and termination of plan benefits; acts as administrative support to the Staff Pension Plan Advisory Committee (SPPAC); liaises with pension consultants and plan trustees, as required.

2. Responsible for preparation of pension plan reports as required by the actuary, the Financial Institutions Commission (FICOM), SPPAC, Plan Administrator, pension consultants, Plan Trustee, and outside legal counsel.
3. Maintains the BCTF Staff Pension Plan Booklet and makes changes as required.
4. Prepares audit working papers, schedules, and annual financial statements; reviews working papers prior to audit; assembles and compiles financial data for the preparation of special reports as required.
5. Responsible for employer administrative obligations in the Teacher Pension Plan and the Municipal Pension Plan, including the preparation and submission of the Annual Contributor Salary and Service Reports and all applicable records and documentation. Responds to requests for information on employees from BC Pension Corporation staff and responds to pension inquiries from BCTF staff.

## **JOB REQUIREMENTS**

**This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES AND PHYSICAL DEMANDS necessary to perform the job.**

### **Experience (b)**

Five years' directly related experience in a human resources department in a unionized environment with exposure to collective agreements; contract interpretation, benefit administration, and privacy legislation.

Experience in designing and ensuring the effective implementation of systems in the areas of pension and benefit administration, contract administration, payroll, and recruiting.

Three years' supervisory experience in a human resources or related area.

Demonstrated ability in making effective decisions, collaborating effectively with others, problem-solving, leading effective teams, fostering innovation, and dealing with change.

Demonstrated ability to maintain office procedures independently and ensure confidentiality of sensitive material; demonstrated secretarial skills. A high degree of tact and diplomacy is also required.

Excellent communication skills, both oral and written, that demonstrate an ability to negotiate and to deliver complex instructions, training, and explanations in an environment where information is highly confidential, sensitive, personal, or political in nature.

Experience in applying complex collective agreement language, legislation, and regulations in a human resources environment.

Proficiency in Microsoft Word and Excel.

### **Education and training (c)**

Completion of secondary school (Grade 12) and more than two years formal education or training in personnel administration, benefit administration, records management, and labour relations, and/or related topics.

Human Resources Certificate or Diploma in human resources administration or equivalent, and Certified Payroll Manager certification or equivalent, and Certified Employee Benefits Specialist certification or equivalent, required

**Licences and certifications (c)**

Chartered Professional in Human Resources (CPHR) required.

Certified Payroll Manager certification or equivalent required.

Certified Employee Benefits Specialist certification or equivalent required.

## **JOB CHARACTERISTICS**

**This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.**

### **Contacts and relationships (d)**

Contacts and relationships with all levels of Federation staff are required to transmit or exchange information and data and to explain, clarify, and enforce the Federation's human resources policies and procedures. Communication of information requires a high degree of tact and diplomacy with a strong ethic and awareness of the confidentiality and sensitivity of the information being communicated.

Contact and close working relationship with Federation excluded staff on a daily basis.

Contacts and relationships with persons external to the Federation office involve pension, benefit, and salary consultants, carriers, and trustees to transmit or exchange information, explanations, and clarifications; government agencies and regulatory bodies such as EI, Employment Standards, BC Pension Corporation, Pension Standards Branch, and the Canada Revenue Agency in order to ensure Federation compliance with the rules and regulations of these bodies and ensure that legislated changes are implemented in a timely fashion; local offices to exchange information related to payroll documentation and Payroll and Benefits Service; and with personnel agencies to arrange temporary help.

### **Machines, equipment and work aids used**

Computer, telephone, calculator, photocopiers, fax machine, external payroll, and human resources software. Reference guides, publications, and binders.

### **Positions supervised (e)**

Three (3)

### **Physical and/or mental effort (f)**

Additional pressures arise when responding to deadlines that must be met for payroll, benefit, and pension plan requirements.

**Environment (g)**

Physical/emotional environment limited to conditions normally associated with administrative work such as communication skills, equipment operating dexterity, and scheduling processes except that information is routinely of a personal and highly confidential and sensitive nature where deadlines are frequent and duties depend on the ability to effectively direct.

**Working conditions (g)**

Exposure to a video display screen glare when operating computer terminal. To preserve the confidentiality of highly personal files, it is necessary to secure and limit access to the office area. Overtime may be required to handle heavy workloads.