

Human Resources Advisor

Approval Date:	April 2026	Department:	Corporate Services
<input type="checkbox"/> IAFF	<input type="checkbox"/> CUPE	<input checked="" type="checkbox"/> Management	
Title of Management Supervisor:	Human Resources Manager		

Focus: Human Resource Service Delivery

Purpose and Scope

Reporting to the Human Resources Manager, the Human Resources Advisor provides a wide range of professional human resource services including recruitment, training and development, talent management, workforce planning, employee and labour relations, disability management, and compensation and benefits.

The Human Resources Advisor leads in the development and implementation of human resource management policies, programs and services, and provides expertise, advice and guidance on all employee and labor relations matters.

Key Responsibilities

Customer Service

- Contribute to the success of the team by ensuring professional, timely and consistent delivery of best human resource and business practices across the organization
- Provide expert advice and guidance to management staff and employees on all matters related to human resources
- Provide excellent customer service to employees and the public by providing information and assistance on matters regarding human resource services, policies and procedures
- Proactively identify and explore opportunities to improve the overall employee and customer experience and recommend initiatives to support improvements

Human Resource Services & Organizational Support

- Foster effective working relationships with staff throughout the City, providing sound advice, guidance and service related to human resource management
- Participate in the development, implementation and maintenance of human resource programs, policies, standards and practices to positively influence the organization's culture and support the accomplishment of the City's goals
- Work with the Human Resources Manager to identify and set annual departmental work plan priorities
- Work collaboratively with leaders to anticipate required human capital for the organization and plan together to meet those needs, with a focus on building internal talent pools and external talent pipelines
- Lead the City's recruitment program for all positions; develop and implement creative, modern recruitment solutions to meet the changing needs of the organization
- Remain current with labour market trends and recommend strategies to address emerging challenges
- With the assistance of the Human Resources Coordinator, develop and maintain effective recruitment and turnover data capture methods and metrics
- Coordinate effective employee onboarding processes, along with ongoing training and development opportunities that reflect both the employee's and the organization's needs
- Make recommendations relating to job analysis, evaluation, classification and compensation for unionized positions within the City
- Oversee the development, maintenance and review of job descriptions for all positions
- Provide advice and guidance on staff development needs and training

- Work in collaboration with Health & Safety Advisor to identify appropriate options for employee accommodations and return to work plans
- Mentor and provide guidance to more junior HR staff members.
- As delegated by the Human Resources Manager, may supervise other HR department staff including setting expectations, monitoring work, and evaluating performance.
- Provide formal departmental representation in various settings as required; act as Human Resources Manager as required

Employee and Labour Relations

- Foster an ongoing environment of positive employee and labour relations at the City
- Establish and maintain effective working relationships with employees, managers, bargaining agents and external contacts, interacting in a manner that builds trust, credibility and rapport
- Provide advice, assistance and coaching to managers regarding all employee and labour relations related matters
- Work with managers to ensure knowledge of and compliance with the collective agreement(s), and provide assistance with the grievance process
- Participate in collective bargaining, labour-management committees, and represent the Employer through all stages of the grievance process, as required
- Conduct or oversee workplace investigations into workplace incidents, respectful workplace complaints, and other matters as required; coordinate with third parties to conduct investigations when appropriate
- Keep current on applicable laws, statutes and acts associated with the scope of responsibilities and make recommendations on subsequent changes to policies and processes
- Promote a safe, healthy and supportive environment in which all employees take a proactive approach to their overall wellbeing

Human Resources Strategy

- Work with the Human Resources Manager to develop plans and strategies relating to human resource management to support the accomplishment of the City's strategic goals
- Develop, recommend and implement strategies to attract and retain top talent
- Work with the Human Resources Manager in the development and delivery of a full suite of employee engagement and retention strategies
- Support organizational leaders with strategic workforce planning, talent management, organizational development and change management; includes supporting managers with business case development
- Deliver on special projects: research, proposal development and implementation
- All staff employed by the City of Campbell River may be required to assist the City during emergency events, including but not limited to an Emergency Operations Centre. Duties assigned during an emergency may differ from regular duties.

Necessary Qualifications

Technical Knowledge/Skills:

- Sound knowledge of all human resource management practices, leading case law related to labour and employee relations, and emerging developments and trends in the field
- Knowledge of collective agreement interpretation and application
- Knowledge of local government operations and governance
- Knowledge of applicable federal, provincial and local legislation, codes, regulations, standards and guidelines, as well as City bylaws, policies and procedures
- Knowledge of departmental and corporate long-range plans
- Working knowledge of WorkSafeBC regulations and safe work procedures
- Proficient with Microsoft Office Suite and relevant departmental specific software

Key Competencies:

- Collaboration and Negotiation

- Able to work collaboratively across departments and with external stakeholders to ensure ideas, proposals and solutions of all parties are considered. Able to influence, persuade and gain the cooperation of others. Able to address the varied and time-sensitive needs of various departments.
- Communication
 - Excellent interpersonal, oral and written communication skills. Able to develop and present complex concepts to various audiences.
- Conflict Management
 - Able to resolve conflict with a professional manner and calm demeanor, and to deal effectively with the public, staff, and external stakeholders.
- Decision Making and Problem Solving
 - Advanced analytical, problem solving and decision making skills, utilizing sound judgment and employing a coaching approach.
- Initiative
 - Skilled in continuously analyzing, developing and improving human resource programs and services.
- Leadership
 - Able to encourage, inspire and support others to deliver. Leads by example in maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Planning & Organizing
 - Strong planning, organization and time management skills. Able to effectively monitor and maintain progress toward individual and departmental objectives, ensuring delivery of high quality results.
- Professionalism
 - Exemplifies ethical practices, professionalism and personal integrity in performance of duties. Demonstrates a high level of tact.
- Service Orientation
 - Role models excellent professional service with all customers, including all staff, external stakeholders and the public. Skilled in determining and meeting the needs and expectations of customers in a manner that supports the City's focus on service delivery.
- Teamwork
 - Works effectively as a team member, promoting team cohesion, inclusion and collaboration.

Education/Training/Certification:

- Undergraduate degree or diploma from a recognized educational institution in Business or Public Administration, preferably with a major in Human Resource Management
- Chartered Professional Human Resources (CPHR) designation
- Member in good standing with CPHR BC & YK, or other provincial association
- Ongoing professional development in relevant areas
- Must possess and maintain a valid BC driver's licence and produce and maintain a clean driver's abstract, as per City policy

Experience:

- Minimum five (5) years of recent human resources generalist experience working in a unionized environment, preferably within local government.

Preferred Criteria:

- Local government administration training