

HUMAN RESOURCES COORDINATOR

Approval Date: August 2026**Department:** Corporate Services☐ IAFF☐ CUPE☒ Management**Title of Management Supervisor:** Human Resources Manager

Purpose and Scope

Reporting to the Human Resources Advisor, the Human Resources Coordinator assists in the delivery of a wide range of professional human resource services to all City employees by providing administrative support and coordination for all human resource processes. A key responsibility for the Human Resources Coordinator is to collect and track key human resources metrics, providing analysis and reporting as required.

Key Responsibilities

Customer Service

- Contribute to the success of the team by ensuring consistent delivery of best human resource and business practices across the organization.
- 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.
- With an innovative, best practice approach, focus on the effective communication of human resource information to all customers, including internal customer access to online resources.

Organizational Support and Human Resources Administration

- Provide coordination and administrative support in the implementation and maintenance of a variety of human resource activities, programs, policies, and practices.
- Respond to internal and external human resource related inquiries or requests and provide assistance, referring to specialists within the department as needed.
- Facilitate full-cycle recruitment activities by coordinating the complete hiring process, working collaboratively with the Human Resources Advisors and managers to grow the organization's talent pipeline and improve sourcing techniques.
- Facilitate the development, maintenance and continuous improvement of orientation and onboarding processes for new staff.
- Coordinate the maintenance of job descriptions for all positions.
- Provide administration of the employee benefit program including working with employees and the benefit carrier to resolve service delivery concerns.
- Liaise with the Finance Department regarding employee pay and benefit issues; assist to maintain payroll compliance with collective agreements.
- Coordinate administration and delivery of City-wide training programs and financial tracking.
- Monitor the department budget and advise supervisor of any significant deviances.
- Maintain all records of employment related and departmental data in both paper and electronic form, in alignment with best up-to-date information management practices and City recordkeeping protocols.
- Function as the super user for the Human Resources Information System (HRIS), coordinate and perform the delivery of HRIS training to all exempt staff and produce HRIS reports as requested.
- Perform research, track, and gather employment related data and prepare related reports as required.
- Support the implementation and maintenance of human resource programs, policies, standards and practices to positively influence the organization culture and support the accomplishment of the City's goals.

- Contribute to a continued focus on the development of best practices, recommending changes for improvement.

Health and Safety

- Provide support to the Health & Safety Advisor for disability claims management, tracking and informational metrics & databases, preparation of COR (Certificate of Recognition) audit and formatting of policies and procedures.
- Provide guidance and support to the Health & Safety Advisor regarding any payroll impacts associated with WorkSafeBC claims.
- Support and coordinate the organization and delivery of safety training for all departments.
- Maintain and update Health and Safety Communications - Bulletin Boards, Staffweb Updates, Newsletters.
- Support the Health and Safety orientation and onboarding process for new employees.

Employee and Labour Relations

- Contribute to an ongoing environment of positive employee and labour relations.
- Coordinate and track the grievance meeting and response process.
- Assist with collective bargaining as required.
- Promote a safe, healthy, and supportive environment.

Other

- All staff employed by the City of Campbell River will be required to assist the City in providing emergency services; duties assigned during an emergency may differ from regular duties.

Necessary Qualifications

Technical Knowledge/Skills:

- Knowledge of current human resource management principles, practices and procedures.
- Knowledge of collective agreement interpretation and application.
- Working knowledge of WorkSafeBC regulations and safe work procedures.
- Thorough knowledge of Business English and modern office practices and procedures.
- 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.
- Proficient with Microsoft Office Suite and relevant departmental specific software.

Competencies/Personal Characteristics:

- Accountability and Reliability
 - Able to follow departmental and organizational guidelines, professional standards and principles while taking personal ownership and responsibility for the quality and timeliness of work commitments.
- Adaptability and Flexibility
 - Skilled in adapting work practices to respond to changing conditions, priorities and job requirements, while remaining open minded and flexible to assume a wide range of responsibilities to assist with human resource service delivery.
- Attention to Detail and Resourcefulness
 - Maintains a high standard of accuracy and quality by carefully reviewing information, recognizing discrepancies, and proactively seeking out the appropriate resources, information, or support needed to resolve issues and achieve desired outcomes.
- Communication
 - Excellent interpersonal, oral and written communication skills. Able to accurately record meetings, prepare varied correspondence and communicate professionally with both internal and external parties.
- Decision Making and Problem Solving
 - Able to work independently to interpret information, apply verbal or written instructions and complete assignments with minimal oversight.

- Initiative
 - Skilled in continuously reviewing and recommending improvements to human resource programs and services.
- Leadership
 - 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 and 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 parties 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:

- Diploma from a recognized educational institution in Business or Public Administration, preferably with a focus on Human Resource Management.
- 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 three (3) years of recent related experience in delivering Human Resources programs and services, preferably within a municipal unionized environment.

Preferred Criteria:

- Local government administration training.
- Chartered Professional in Human Resources (CPHR) designation.
- Member in good standing with CPHR BC & YK, or other provincial association.