

**TITLE:** EMPLOYEE SERVICES COORDINATOR **CLASSIFICATION:** ADMINISTRATIVE OFFICER 18

**MINISTRY:** ISLANDS TRUST, **WORK UNIT:** ADMINISTRATIVE SERVICES  
MIN OF MUNICIPAL AFFAIRS AND HOUSING

**SUPERVISOR TITLE:** DIRECTOR OF ADMINISTRATIVE SERVICES **SUPERVISOR POSITION #:** 36538  
(STRATEGIC LEADERSHIP)

### PROGRAM

Located in Coast Salish territory, the [Islands Trust](#) is a federated body responsible for protecting the unique amenities and environment of 13 major gulf islands and more than 450 smaller islands and surrounding waters in the southern Strait of Georgia and Howe Sound. Created by the Province via the *Islands Trust Act*, Islands Trust plans and regulates local land use, advocates on key environmental issues impacting the area, and protects land through the Islands Trust Conservancy. Islands Trust works closely with other government agencies and First Nations to accomplish its mandate.

### JOB OVERVIEW

Reporting directly to the Director of Administrative Services the Employee Services Coordinator (ESC) provides human resource services to support Islands Trust operations. This position takes a lead role in managing recruitment, employee engagement activities, organisation-wide learning and development initiatives, organization-wide performance and development plans, attendance management, employee/labour relations, organisation-wide payroll review, salary administration for Islands Trust Council Trustees, and the maintenance of a positive work environment. The Coordinator supports ongoing Islands Trust projects as they relate to human resources and supervises the coordination/implementation of corporate staff meetings and special events under the direction of management.

The ESC provides HR-related technical and systems assistance, produces ad-hoc reports, and makes recommendations for ongoing improvements and updates to Islands Trust policies, procedures and programs. Responsible for maintaining accurate and up-to-date employee data and human resource files, this position requires a high degree of confidentiality and accuracy.

As a central point of contact for employees, prospective recruits and the BC Public Service Agency (BCPSA), this position requires excellent relationship management skills and a strong understanding of human resources management within a unionized environment and related collective agreements/statutory requirements.

The ESC is also responsible for administering remuneration and benefit services for Islands Trust Council Trustees as well as reconciling and tracking employee payroll and benefits with BCPSA invoices/records.

### ACCOUNTABILITIES

- Develops administrative systems to support human resources management and reporting; maintains a suite of confidential employee data including organizational charts, performance reviews, leave management, salary administration, information on labour relations and disability case management documentation, etc. while ensuring integrity of data. Subject matter expert for the organization on these reporting systems as well as the human resources area of EDM, provides reports on organizational hiring activity, departures, overtime, leaves (STIIP and special), etc. as requested and closes off recruitment files.

- Delivers integrated human resources solutions by engaging/brokering appropriate human resources subject matter expertise to address business needs. Provides specific input, advice and feedback on corporate human resources policies and program development initiatives to senior management and executive.
- Develops and maintains controls and procedures and monitors operations for adherence to policies, reporting any noted concerns to management. Conducts ongoing evaluation of processes, identifying deficiencies, and developing improvements. Interprets and provides advice to staff and Trustees on the application of human resources policies and procedures.
- Leads full-cycle recruitment processes, liaising with BCPSA as needed. Ensures hiring practices comply with Islands Trust/government policies and standards and prioritizes and resolves issues requiring immediate attention (i.e. managing relations with the Merit Commissionaire when required). Leads activities relating to human resource management such as staffing, EPDPs, grievances, and organization changes.
- Develops the in-house interview, selection and staffing process. Maintains and creates inventory of staffing and onboarding tools and regularly participates in hiring panels.
- Manages employee orientation program, serves as key point of contact for new hires and coordinates with Supervisors, Managers, and Directors at the organization. Provides guidance to hiring managers to ensure new hires have the best start to their career with Islands Trust.
- Identifies training requirements and designs, promotes and delivers HR training and orientation to executive and staff.
- Conducts research on current HR practices in the professional field of Human Resources and the BC Public Service's HR policies, practices and collective agreements. Presents best practices and options for implementation to Executive for approval prior to sharing this knowledge with employees across the organization.
- Develops, designs and evaluates staff recognition programs. Coordinates and facilitates events and activities to support employee engagement and recognition, including: quarterly staff meetings and activities, annual organisation wide learning and development sessions, and staff appreciation activities. May require presenting and/or public speaking within Islands Trust.
- Develops and implements communication strategies to ensure organization management and staff are apprised of corporate human resource programs and initiatives in the organization. Sources, writes and edits content for internal employee communications, policies and presentations as required.
- Assists with the Employee Recognition program budget and monitors expenditures. Contributes to salary budget forecasting in relation to hiring activity.
- Coordinates and manages employee wellness and safety program initiatives, including managing staff related programs such as the annual Flu Clinic, PECSF fund-raising activities. Active member of the Islands Trust Operational Health and Safety Committee.
- Anticipates, identifies, monitors, and researches highly confidential and sensitive issues within the organization and provides strategies, coaching or consultation to Management and Directors, working as a point of contact to the BCPSA if required.
- Responds to employee and management inquiries in a timely manner, provides advice on best practices, and guides employees and supervisors to available and appropriate resources both within the BC Public Service Agency and outside of the BCPSA. Anticipates human resource needs and provides recommendations to Executive on proactive courses of action to address these needs in a timely manner.
- Proactively recommends improvement to Islands Trust human resources practices and policies and escalates issues to the attention of the Director of Administrative Services. Provides recommendations on resolution of escalated and non-routine contentious issues.

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- Supervises reception staff member including assignment of work, development and evaluation of performance plans and approval of leave.
- Monitors and supports management and employees with regards to short and long term leaves, and return to work planning, retirement, injury and illness and provides ongoing follow-up and support.
- Oversees the use of Time and Leave (T&L) for the organization.
- Provides monthly payroll services for Islands Trust Council Trustees including monitoring related policies for necessary changes and providing and reviewing group insurance benefits and preparing annual T-4s. Ensures BC Public Service Agency payroll invoices are reconciled against the pay register and correctly tracked in our reporting system. Ensures benefit plan enrollment is up to date as it relates to Council trustee benefits administration.
- Acts as the subject matter expert (SME) related to human resource files in the EDM system.
- Represents the interests of Islands Trust on work directed by corporate committees, and other projects within government. Provides specific input, advice and feedback on relevance of initiatives to the Islands Trust organization.
- Proactively builds relationships with employees across the organization as well as the BC Public Service Agency.
- Participates in special projects or assignments in conjunction with the Director of Administrative Services.

#### Knowledge

- Knowledge of standard HR policies and practices, collective agreements and related employment legislation considered an asset.
- Knowledge of BC employment standards of practice and related labour regulations
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#### Skills and Abilities

- Excellent analytical skills and ability to prepare sound summaries and recommendations.
- Demonstrated ability to actively listen, ascertain the needs of internal and external partners and to respond accordingly in a timely and efficient manner.
- Demonstrated ability to build strong, positive relationships and to work effectively with others.
- Ability to coordinate and manage workload and diverse projects and meet established and often competing deadlines.
- Ability to work both independently, with limited direction, as well as part of a team.
- A high degree of initiative, diplomacy and discretion in dealing with sensitive, complex and confidential matters.
- Proficient in desktop programs including Microsoft Office suite at an advanced level (Word, Excel and Power Point).

### **JOB REQUIREMENTS**

#### Education and Experience

- Post-secondary diploma or degree in a related field (such as human resources, public administration, business administration) or an equivalent combination of education and experience may be considered.
- Experience providing advice and expertise in a client-centred model or experience working as a human resource professional with progressive experience in the field of human resources.
- Experience in finance-related operations such as payroll, payment processing, financial analysis and reporting.
- Proven experience coordinating special events and group activities.

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### Preference may be given to candidates with the following:

- 2 or more years' related progressive experience providing advice and expertise in a client-centred model or experience working as a human resource professional with progressive experience in the field of human resources.
- 1 or more years' related experience in finance-related operations such as payroll, payment processing, financial analysis and reporting.
- Supervisory experience.
- Experience working in a union-based environment, particularly as it relates to union agreement regulations.
- Experience and high level proficiency in desktop programs including Microsoft Office Suite (Word, Excel and Power Point).

### BEHAVIOURAL COMPETENCIES

- **Business Acumen** is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.
- **Organizational Commitment** is the ability and willingness to align one's own behaviour with the needs, priorities and goals of the organization, and to promote organizational goals to meet organizational needs. It also includes acting in accordance with organizational decisions and behaving with integrity.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** is the desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.
- **Expertise** includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.

### INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with people of all races, cultures, people groups, and backgrounds. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or

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anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with other cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of other people groups, including Aboriginal people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

**Open Listening** is letting go of conventional means of listening. It means listening to and valuing the telling of stories, and letting pauses in conversation extend into silence rather than jumping in to dispute, agree, question, or move on. It is an awareness of personal bias or judgment and its effect on one's ability to hear. It is the desire and ability to set aside physical, mental, and emotional distractions in order to be fully focused and listening respectfully and openly. It is staying open to the message even when conversations are filled with raw emotions like sadness or anger, and believing that each person's knowledge and reality is legitimate and valuable. Finally, it requires a willingness to reflect upon a story or message and to derive meaning from it based upon the situation in which it is shared.