

## City of Burlington

### Non-Union Job Evaluation

**Position:** Human Resources Representative

**Department:** Human Resources, Corporate Services

**Current Job Rating:** Grade 11

**Supervisor's Position:** Manager of Human Resources

---

#### **POSITION SUMMARY:**

This position is responsible for working with the Business Partners, in conjunction with the Human Resources Associates, to service the Human Resources needs of the Business Partners. This position also has responsibility for speciality areas such as Benefits, Organization Development, Training and Labour Relations.

The City of Burlington expects all employees to work in an environmentally friendly way in all the tasks that they do; to work in a manner that is safe for themselves and others and to be aware of their health & safety obligations; to continually look for opportunities to improve their job that will result in excellence in municipal government and; to recognize the uniqueness of the individuals they come into contact with, and to treat them with dignity and respect.

#### **DUTIES AND RESPONSIBILITIES:**

1. Work closely with Business Partners to provide pro-active professional services with regards to their human resources needs. This includes having one person to contact for all their needs, both personal employee needs and departmental needs. May require involvement in departmental and team staff meetings, attendance at non-office work sites, as well as assisting in department strategic planning.
2. Works with the department in determining staffing needs and providing recruitment support, including applications for employment grants.
3. Reviews performance evaluations for assigned departments to determine staff issues and training needs for individual staff.
4. Responsible for one or more the following speciality areas:
  - a) Design and administration of all employee benefits plans, including pension, medical, dental, sick leave, long term disability, retiree benefits, optional benefits. Involved in the selection of benefits carrier.
  - b) Assist the Director in managing the Labour Relations function. This includes attending negotiations, arbitrations, resolving grievances and preparing suggestions to existing contract wording. Maintains database of related settlements and issues.

- c) Works with Departments in an Organizational Development capacity, helping to shape and define the organizational structure, work flows and patterns.
  - d) Develops and implements annual Corporate Training programs, based on specific employee needs and broader corporate programs.
5. Provides professional service to assigned departments in the area of grievance resolutions, negotiations, employee training, and providing information on City benefits plans and retirement options.
  6. Works with departments and employees to resolve problems as they occur, including grievance resolution. Counsels employees in retirement planning and maternity/parental leave preparation.
  7. Works with departments in developing job descriptions to go to the Rating Committees. Assists in review of all job descriptions prior to Rating Committees.
  8. Reviews some of the payroll inputs for assigned departments.
  9. Works with the HR Representatives and HR Administrator as part of a team to represent the department in the Director's absence. Part of the department's management team.

### **POSITION SPECIFICATIONS:**

**Education:** 3 year University Degree, with emphasis on the specialities of Benefits Administration, Labour Relations and/or Organization Development and Training, or equivalent professional designation.

**Experience:** 3 years experience in human resources, with at least two of those years in the speciality area.

**Work Environment:** 35 hour work week, generally an office environment, but does attend work sites of the employees in assigned departments.

#### **Supervision:**

**Supervision Given:** Provides no direct supervision, but has some task supervision of HR Associates. Provides direction, advice and guidance to Business Partners and individual employees on a wide range of HR issues to ensure more effective HR management.

**Staff Years Supervised:** None.

**Time Pressures:** Must be able to respond immediately to requests for information involving assigned departments problems with staffing, employees, labour relations, etc. Failure to respond in a timely fashion may cause problems in other departments.

#### **Responsibility:**

**Supervision Received:** Works independently with only occasional review.

**Effect of Errors:** Errors may reach other departments, but generally repairable in the department. Errors will impact on the affected employees' performance and morale.

**Freedom to Make Decisions:** Works independently on projects with Corporate policies as guidelines. Consults supervisor when recommending a change to policy.

#### **Interpersonal Contacts:**

**Purpose:** Has external and internal contacts. External contacts include employment candidates, benefits carrier, training providers, national union representatives. Assists departments in determining appropriate actions in a variety of situations, including discipline. This requires extreme tact and diplomacy. Contacts are for the purpose of

obtaining information that may require finesse, making decisions, solving problems, relaying outcomes, or persuading others to one side of an issue. The subject material is often contentious or politically sensitive.

**Nature:** Contacts are generally difficult, as deals with union employee problems, pay issues, vacations and problem with employees.

**Ingenuity:** Expected to look at problems and work with departments in developing solutions that meet the needs of the situation. Must use knowledge of employment legislation, union contracts, Corporate policies and procedures as well as evaluating impact on employee morale when determining options. Must be able to look beyond traditional solutions when reviewing problems.

**Physical Demands:** Few physical demands in the job.

---

**Date:** June 30, 2011

**Signatures:**

**Incumbent(s):** \_\_\_\_\_

**Department Head:** \_\_\_\_\_