



## Associate, People and Culture

Department:	<b>People and Culture</b>
Location:	<b>415 Gilmour St., Suite 200, Ottawa ON K2P 2M8</b>
Start Date:	<b>As soon as possible</b>
Salary:	<b>\$55,784.00 minimum (salary based on experience and qualifications)</b>
Reports To:	<b>Director, People and Culture</b>
Direct Report(s):	<b>N/A</b>

### About Centretown Citizens Ottawa Corporation (CCOC)

CCOC is a community-based, tenant and member-directed, non-profit housing organization whose mission is to create, maintain and promote housing for low and moderate-income people. We value diversity, collaboration, inclusive and open decision-making, innovation, creativity, and sustainability.

For more information, visit: [www.ccohousing.org](http://www.ccohousing.org)

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### Position Summary

Under the supervision of the Director, People and Culture, and as a key member of the People and Culture team, the People and Culture Associate will act as a human resources generalist and assist with the day-to-day operations of the department. The incumbent will participate in the development and application of policies, programs and processes and contribute towards the achievement of departmental and organizational objectives. The Associate will play an important role in promoting an organizational culture that fosters employee motivation, engagement and performance. The Associate will provide support and advice to managers and employees in the key areas of human resources to ensure effective and efficient business operations.

## Key Responsibilities

Responsibilities include but are not limited to the following.

### 1. Support the People and Culture department operations and programs:

- Talent Acquisition – Responsible for all aspects of the recruitment and selection process.
  - Liaise with managers with respect to the preparation of job postings, ads, and web postings.
  - Conduct/organize interviews, reference checks, salary analysis.
  - Coordinate offer letters and announcements.
  - Lead and manage various talent acquisition projects and initiatives, e.g., Canada Summer Jobs, attend job fairs, etc.
  
- Employee Orientation and Onboarding - Ensure the smooth induction of new employees. Assist in the enhancement and facilitation of employee onboarding programs.
  
- Policies and Procedures - Ensure compliance with people and culture/human resources programs and policies. Manage and update all policies, procedures, systems and processes, as required. Support and advise employees in the interpretation and application of established policies, procedures, practices, and employment legislation. Develop and provide recommendations for policies and processes.
  
- Health and Safety – Actively participate in the H&S Committee. Ensure compliance with Health and Safety, and AODA regulations. Participate in the administration of the required employee training on health and safety. Partner with managers and benefits administrators to manage occupational and non-occupational disability claims; including coordination of return to work.
  
- Training and Development – Participate in all training and development initiatives, including planning training events, keeping records of employees attending various training, and ensuring mandatory training is available to team members.
  
- Total Rewards – Participate in the development, review and rollout of Total Rewards initiatives, as required.
  
- Performance Management – Participate in talent management activities, roundtables, performance management training, succession planning, human

resource planning, change management, team building, coaching, recognition and engagement exercises.

- HRIS – Manage the HRIS system. Ensure information is up-to-date. Utilize the HRIS system to run reports, review and retrieve data, initiate changes, etc.
- Analysis and HR Metrics - Analyze statistical data and reports to identify and determine causes of employee issues and develop recommendations for improvement of organization's employee policies and practices. Maintain records and compile statistical reports concerning employee-related data such as hires, transfers, turnover, performance appraisals, and absenteeism rates. Ensure effective HR metrics and provide management with analysis and recommendations. Recommend, develop and maintain human resource databases and filing systems, as required.
- Employee relations - Be the main point of contact for general HR enquiries from both internal and external clients. Serve as a link between management and employees by handling questions, interpreting, and administering contracts and helping resolve work-related problems. Manage difficult employee relations, including mediating disputes, terminating employees, and administering disciplinary procedures. Provide coaching and resources to employees and managers with respect to career development, performance management and employee relations.
- Other tasks and responsibilities
  - Participate in and record minutes of various Committee meetings.
  - Manage the issuance and replacement of staff identification cards.
  - Provide support in the management and tracking of company-provided equipment to employees.
  - Participate in special projects and organizational change initiatives, such as the DEI and anti-racism initiative and training for employees.

## 2. Support payroll services and systems:

- Create new employee profiles in HRMS (Workforce Now)
- Update employee profiles and status changes (leaves, salary adjustments, etc.) in the HRMS in a timely manner
- Prepare and coordinate bi-weekly payroll input and submit to the payroll provider (ADP)

- Review Records of Employment prepared by the payroll provider (ADP), as necessary
  - Coordinate and implement eligible EI Medical and/or Parental leave payments, as required
  - Prepare year-end payroll T4 reconciliation with the payroll provider (ADP)
3. Responsible for monthly and annual reporting and the administration of CCOC's employee benefits programs:
- Ensure timely processing of benefits enrolment and change requests (group insurance, OMERS pension, RRSP, etc.)
  - Report on vacation, sick leave, overtime, and mileage data to supervisors/directors and committees on a regular basis
  - Submit group insurance enrolments and/or OMERS application/change forms, as required
  - Provide support with monthly remittances and reconciliation of WSIB and OMERS contributions, as required
  - Prepare annual OMERS reconciliation data (Form 119)

Performs other duties as requested by the Director, People and Culture or the Executive Director.

The individual will be expected to conduct themselves in accordance with CCOC's Mission and Values, as well as the core competencies of DEI, Service Excellence, Teamwork, Results-Oriented and Adaptability, which form an integral part of CCOC's Performance Management Program.

The duties of the position could vary from time to time as a result of new legislation, changes in technology or policies, in which case appropriate training may be given to enable the position-holder to undertake the new/varied work.

The position supports the work of Centretown Citizens Ottawa Corporation, Centretown Citizens Housing Co-Operative and Cahdco (Centretown Affordable Housing Development Corporation).

## **Education and Experience**

- A minimum of 3 years' experience working as an HR Generalist with knowledge of multiple human resources areas
- Post-secondary degree in business or HR discipline

- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements
- Knowledge of ADP and Workforce Now is considered a strong asset
- Advanced Microsoft Office Suite skills
- Advanced verbal and written communication in English
- Intermediate verbal communication in French and basic written communication in French is preferred
- Ability to foster a working environment conducive to achieving and exceeding goals
- Excellent ability to communicate with people at all levels of the organization
- Ability to work independently, manage priorities, perform under pressure and multitask
- Ability to work in a team and with stakeholders at all levels of the organization
- Demonstrated ability to uphold confidentiality and manage sensitive situations with tact
- Solid problem-solving and decision-making skills
- Project management experience
- Thorough knowledge of employment laws and regulations
- CHRP/CHRL designation considered an asset

## **Supervision and Decision-Making**

- Considerable decision-making applies to the performance of tasks, involving the manipulation of several moderately complicated variables. Processes are supported by numerous, well-defined methods and established procedures
- Responsible for providing direct day-to-day coordination for standardized tasks, checks and maintains workflow. Recommends new or changed policies and procedures for approval by others
- Works under general direction, must be able to think independently to come to solutions
- Decisions may impact the work of others within the organization, moderate impact if errors are made
- Frequent access to confidential information where disclosure could result in harm to the organization

## **Working Environment**

- Interaction with internal colleagues involves presenting reports and recommendations, coordinating activities of other employees doing similar

work, handling conflict. The incumbent may be called upon to present material that is contentious and requires considerable interpersonal skills

- Interaction with external contacts involves the exchange of simple facts
- Normal office environment
- Some degree of physical skill and coordination required (for example; basic keyboarding)
- Comfortable physical work environment: periods of light physical effort are required (for example; intermitting sitting, standing or reading)
- The incumbent may be exposed to moderate stress

## Benefits

- OMERS defined benefit pension plan.
- Employee and Family Assistance Plan (EFAP).
- Generous time-off from day one.
- Group Insurance and Supplementary Medical Plan (dental/eyewear) after three (3) months of employment.
- Hybrid and flexible work arrangement available

## Applying to the Role

To be considered for this role, please email your resume and cover letter to [hr@ccochoosing.org](mailto:hr@ccochoosing.org)

All applications must include the following information in the subject line: **Associate, People and Culture**

**Application Deadline is Wednesday, May 1, 2024.**

We thank all applicants for their interest in the role, however, only those selected for an interview will be contacted. If contacted for an interview, please inform us if you require accommodation.

In the spirit of the Human Rights Code, we ask that resumes do not include personal data including, but not limited to age, health, marital and family status.

As an employer committed to the principles of employment equity, we encourage applications from all persons including Black, Indigenous and People of Colour, persons with disabilities, and persons of all sexual orientations and gender identities. We are committed to providing an inclusive and barrier free experience to applicants with accessibility needs in accordance with the Ontario Human Rights Code (2015) and the Accessibility for Ontarians with Disabilities Act (AODA).

For candidates with disabilities requiring an accommodation, you may contact [hiring@ccochoosing.org](mailto: hiring@ccochoosing.org)