



SCHEDULE "A"
TOURISM VANCOUVER
METRO VANCOUVER CONVENTION AND VISITORS BUREAU

POSITION DESCRIPTION

IDENTIFICATION

Position Title:	Human Resources Coordinator
Department:	Human Resources
Reporting to:	Director, People & Culture
Date prepared:	July 2019

POSITION SUMMARY

Reporting to the Director, People & Culture, the Human Resources Coordinator is a generalist position and provides a variety of human resources support services to ensure outstanding employee experiences. This starts with building strong internal working relationships and includes employee communications regarding policies and programs. As well, the role is actively involved in recruiting, onboarding, training, learning and development, administering extended healthcare benefits, occupational health & safety and responding to internal requests, all in support of Tourism Vancouver's core values.

The individual will always work with discretion and confidentiality.

POSITION RESPONSIBILITIES

- Provides support, including administrative, in all aspects of Tourism Vancouver's *Investing in People* strategy and tactics.
- Communicates and assists in the development of Company human resources policies, programs and procedures.
- Advises employees on human resources related issues.
- Assists with the recruitment process, specifically job postings, interviewing, scheduling and coordinating interviews for hiring managers, conducting reference checks and candidate follow up.
- Oversees the onboarding of new employees.
- Provides support and coordination for the training, learning and development program.
- Assists with employee extended healthcare benefits administration including handling internal inquiries and orientation.
- Generates employee correspondence, for example offer of employment letters, pay adjustments, service recognition, confirmation of employment.
- Oversees employee Service Award Program.
- Maintains employee files through the HRIS.
- Assists with the administration of the Occupational Health & Safety program.



- Assists in the administration and scheduling of employee activities including staff meetings, lunch & learn sessions, Social Committee initiatives.
- Additional responsibilities as assigned by the Director.

WORKING CONDITIONS

This is a regular full-time position, may require some after-hours work.

QUALIFICATIONS

- Experience and success in a similar generalist role in a people first culture.
- Strong comprehension of the *BC Employment Standards Act* and *Human Rights Legislation*
- Experience with recruiting, developing and delivering training and development programs.
- Experience with employee benefits administration.
- Strong internal and external customer service orientation. Develops strong relationships to develop trust and confidence with colleagues.
- Demonstrated problem-solving and project management abilities – excellent judgement in all areas of Human Resources and general business.
- Conflict resolution and project management experience or training would be an asset.
- Discretion at all times, in the management of confidential information.
- Demonstrated excellent verbal and written communication skills.
- Able set and meet deadlines to achieve goals.
- Strong technology skills including with social media. Experience with HRIS (ADP an asset).
- Passionate about Vancouver.
- Minimum of 2 years of experience in a generalist human resources role.
- Completion of a minimum two-year post-secondary program in human resources or a related discipline, or an equivalent combination of education and experience. CPHR designation an asset.

Responsibilities may be added, deleted, or changed at any time at the discretion of Tourism Vancouver, verbally or in writing.