



Town of Fort Smith Job Description

Manager, Human Resources

POSITION TITLE: Manager, Human Resources

POSITION NUMBER:

DEPARTMENT: Administration

REPORTS TO: Director, Corporate Services

CLASSIFICATION: Excluded Manager

LOCATION: Town Hall

Summary of Position

The Manager, Human Resources is an excluded management position responsible for overseeing all aspects of human resources management, occupational health and safety, and employee wellness initiatives for the Town of Fort Smith. This role ensures legislative compliance while fostering an inclusive, safe, and healthy workplace culture. The Manager develops and executes HR strategies, implements policies and programs, and ensures that HR practices align with organizational goals and values. This position will be key in developing a high-performing and well-supported workforce, fostering employee engagement, and contributing to a positive organizational culture.

Outline of Duties

1. Human Resources Management & Legislative Compliance

- Ensure compliance with applicable Federal and Territorial legislation, Town by-laws, and the collective agreement.
- Implement, manage, and evaluate human resources programs and services, recommending improvements to enhance efficiency and effectiveness.
- Advise and assist department managers in interpreting and administering legislation, the collective agreement, and HR policies and procedures.
- Monitor and respond to inquiries regarding legislative, collective agreement, and policy issues.
- Revise and implement HR policies and procedures as required.

2. Recruitment & Orientation

- Ensure job descriptions are accurate and up-to-date.
- Develop and place job advertisements, design interview questions, and conduct interviews.
- Conduct reference checks and arrange for criminal record and vulnerable sector checks as necessary.

- Make verbal offers of employment and prepare formal letters of offer.
 - Oversee the employee orientation process to ensure smooth onboarding.
- 3. Performance Evaluation & Professional Development**
- Ensure annual performance evaluations are completed and maintained on the employee's file.
 - Collaborate with supervisors and managers to develop and implement professional development and training plans.
 - Implement mentoring, coaching, and succession planning programs.
 - Coordinate employee training, track participation, and ensure required certifications (e.g., First Aid, WHMIS) are maintained.
- 4. Employee Relations & Grievance Management**
- Advise managers on employee relations matters, including progressive discipline and terminations.
 - Provide guidance on other employee relations and grievance issues.
 - Represent the Town at grievance hearings and investigations.
 - Participate in collective bargaining, conduct research, and represent the Town during sessions.
 - Prepare financial calculations for collective bargaining.
 - Support management in timely grievance responses at the 1st and 2nd levels.
 - Provide employees with assistance concerning work and personal issues and refer them to appropriate agencies.
- 5. Occupational Health and Safety (OHS)**
- Direct the development and implementation of health and safety policies and management systems.
 - Conduct investigations related to workplace incidents, work refusals, and harassment complaints.
 - Monitor compliance with the Occupational Health & Safety Act and other relevant regulations.
 - Oversee disability management, including short- and long-term disability programs and return-to-work processes.
- 6. Employee Wellness Programs**
- Design and promote wellness strategies informed by employee feedback and health metrics.
 - Administer employee assistance programs (EAP) and lead wellness initiatives.
 - Encourage a culture of well-being throughout the organization through programming and outreach.

Positions Supervised

This position does not currently supervise any positions.

Responsibilities

- Ensure compliance with relevant legislation, policies, and collective agreements.
- Implement and manage human resources programs, policies, and procedures.
- Provide leadership and strategic advice on recruitment, performance evaluations, professional development, employee relations, and grievance management.
- Oversee occupational health and safety initiatives and employee wellness programs.
- Provide guidance on legislative and policy matters to senior management and department heads.
- Participate in collective bargaining and ensure fair and timely resolution of employee grievances.

Contacts

- **Internal:** Senior Administrative Officer, Department Managers, Supervisors, Employees
- **External:** External HR consultants, regulatory agencies, training providers, legal counsel, unions

Work Environment

- The position requires office-based work, with some time spent in meetings and consultations with staff, management, and external stakeholders.
- The incumbent must manage multiple tasks and deadlines in a fast-paced environment, occasionally handling sensitive employee issues.

Knowledge, Education and Experience

- **Education:** A Bachelor's degree in Human Resources, Business Administration, or a related field.
- **Experience:** A minimum of four to six years of experience in human resources management, with demonstrated experience in recruitment, employee relations, performance management, and compliance with employment law.
- **Knowledge:**
 - In-depth understanding of the Cities, Towns, and Villages Act, Employment Standards Act, Human Rights Act, and Occupational Health and Safety regulations.
 - Comprehensive knowledge of HR best practices, including recruitment, training, compensation, employee relations, and wellness programs.
 - Strong understanding of the collective bargaining process and grievance management.
 - Knowledge of occupational health and safety legislation and best practices.
- **Skills:**
 - Excellent interpersonal and communication skills, with the ability to effectively collaborate and provide guidance.
 - Strong problem-solving, conflict resolution, and decision-making abilities.
 - Proficient in Microsoft Word, Excel, and other relevant HR software tools.

- Ability to work effectively in a multi-tasking environment with attention to detail.
- **Other Requirements:**
 - Successful completion of a criminal record check is required.

Certification

I have read and understand this job description. I have been informed that it is a general description of the duties, responsibilities and qualifications required for my position which forms the basis for my classification level and against which my performance will be evaluated.

Employee's Signature

Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

Senior Administrative Officer

Date