

1. IDENTIFICATION

| Position No. | Job Title | Supervisor's Position | Financial Code | |
|----------------------|-----------------------------|-------------------------------------|--------------------------------|------------------|
| 08-14524 | Human Resources Coordinator | Manager, Human Resources (08-04470) | 08050-01-1-235-0800000-01-???? | |
| Department | | Division/Region | Community | Location |
| Culture and Heritage | | Corporate Services (08050-01) | Iqaluit | Trigram Building |

2. PURPOSE

| Main reason why the position exists, within what context and what the overall end result is. |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Reporting to the Manager, Human Resources, the Human Resources Coordinator position is responsible to provide ongoing advice, guidance and support to all staff within the Department of Culture and Heritage (CH) and Inuit Uqausinginnik Taiguusiliuqtiit (IUT) through an effective delivery on staffing and recruitment, Inuit employment, employee orientation, performance management initiatives, training and development, employee relations, and human resources reporting.</p> <p>The Human Resources Coordinator will be responsible for the implementation and coordination of training and development initiatives. The position will serve as the first point of contact in areas regarding staffing, and conflict resolution. This position is essential to the organizations' ability to deliver its mandate by recruiting, retaining, and fulfilling all human resources requirements within CH and IUT.</p> |

3. SCOPE

| Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact? |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The Human Resources Coordinator has a direct impact on the bottom line productivity and efficiency of CH and IUT. The position supports the Manager, Human Resources on various human resource activities within CH and IUT. The position provides an advisory role and human resource support to all staff within CH and IUT. The position represents CH and IUT in departmental projects, such as the Inuit Employment Plan, and represents in inter-departmental committees, such as the Government of Nunavut (GN) Human Resources Coordinators Committee. This position is regularly in consultation with the GN departments responsible for the administration of staffing, job evaluation, employee relations, payroll, and benefits.</p> <p>CH was created to safeguard and promote Nunavut's culture, language, and heritage. As a result, there is an expectation for every employee to support this goal by implementing the department's mandate. This position is required to ensure the Inuit language and Inuit Societal Values (ISV) are the basis of their work, and to provide leadership in the department to ensure that this is reflected in divisional operations, planning, and program development efforts.</p> |

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

The Human Resources Coordinator is responsible for the implementation and coordination of training and development initiatives, including performance management by:

- ◆ Researching and advising training resources and options in consultation with the GN department responsible for training and development to meet program objectives;
- ◆ Advising, implementing and coordinating staff training plans in consultation with the GN department responsible for training and development;
- ◆ Advising on issues related to performance and performance management;
- ◆ Advising on questions or concerns regarding disciplinary issues and/or leave and attendance by following progressive discipline practices if problems develop;
- ◆ Scheduling participation with managers/supervisors on training resources and options in order to meet program objectives;
- ◆ Scheduling participation with supervisors on training plans to meet the employee's performance objectives;
- ◆ Leading in team building activities and/or workshops to promote productivity, employee retention, and to boost office morale;
- ◆ Assisting the Manager, Human Resources with facilitating employee orientation presentations in all CH offices on leave and attendance, benefits administration, staffing and recruitment, performance management, training and development, Inuit employment, employee relations, and other human resources activities;
- ◆ Coordinating procedures and guidelines for human resources administration, policies, and practices;
- ◆ Ensuring accurate and timely responses regarding performance management, by coordinating the efforts of the headquarters offices, regional offices, and the GN departments responsible for training and staffing;
- ◆ Ensuring employee working requirements and/or needs are addressed and/or met in order to promote a safe, functional, and positive working environment;
- ◆ Following up with supervisors to maintain accurate records of employee probation and employee performance management;
- ◆ Maintaining departmental tracking list of completed and pending performance reviews; and
- ◆ Working to incorporate Inuit Societal Values guiding principles in all aspects of human resources administration.

Responsible for preparing documentation regarding position/employment to job evaluations and staffing, and responsible for orientation of new employees by:

- ◆ Advising supervisors regarding issues of job design and position evaluation;
- ◆ Analysing, drafting, and editing job descriptions under the advisement of the position's supervisor before submitting for deputy head approval;
- ◆ Submitting final Job Action Request (JAR) packages to GN department responsible for evaluation and processing;
- ◆ Analysing, reviewing, coordinating, preparing and processing JAR's, Casual Staffing Actions (CSA's), Relief Employee Staffing Actions (RESA's), Summer Student Employment Equity Programs (SSEEP's), Memorandum of Understanding agreements, internships, transfer assignments, secondments, student practicum placements, and acting assignments, including the recruitment of potential candidates by considering Inuit employment first which is provided from the GN department responsible for staffing and recruitment;
- ◆ Initiating and liaising with staffing consultants and CH or IUT panel members in developing, reviewing and recommending for approval of job ads, screening criteria, and interview questions;
- ◆ Participating in the screening and interviewing process by acting as a staffing panel member with the GN department responsible for staffing and recruitment when required;
- ◆ Consulting and obtaining casual listings plus resumes for potential casual, relief, or summer student employees from the GN department responsible for staffing and recruitment;
- ◆ Drafting, reviewing and making recommendations on the Statement of Duties for potential casual and relief positions by liaising with the Manager, Human Resources and any appropriate supervisory staff;
- ◆ Providing support to Casual and Relief staff on information regarding compensation, job evaluation, recruitment, and other human resources activities;
- ◆ Completing all casual substantiation or union requests in accordance with the GN hiring practices and policies;
- ◆ Ensuring all new hires have received a copy of the Nunavut Public Service Code of Values and Ethics, and that they understand their responsibilities as a public servant;
- ◆ Ensuring staff are advised of their entitlements and responsibility regarding all types of leave options;
- ◆ Monitor, maintain, review, and process Human Resources related forms (leave, overtime, time sheets, acting pay request, shift premium claims, pay out/recovery requests, absent without leave, flex hours agreements, job action requests, Inuit employment plan checklists, direct appointment checklists, clearance forms, key logs, account activation & archival, etc...);
- ◆ Auditing Request for Acting Pay records and leave and attendance records, while cross referencing with the attendance register for the accuracy of credits and balances and for the annual year end reporting requirements;
- ◆ Updating organizational charts regularly;

- ◆ Creating and maintaining departmental physical and electronic files such as personnel, evaluation, and job descriptions;
- ◆ Ensuring that all files such as job positions, personnel, leave records, attendance registers, org charts, key charts, clearance binder and payroll logs are accurate, complete, and filed accordingly; and
- ◆ Initiating and completing the termination process/procedures for employees leaving the department (exit surveys, retrieval of GN property, account archival, etc...).

Responsible for employee relations, including conflict resolutions by:

- ◆ Consulting with staffing consultants, employee relations consultants, return to work consultants, compensation and benefit personnel, and mediation personnel regarding sensitive and non-sensitive issues in order to best assist employees;
- ◆ Advising and guiding supervisors in relation to counselling to employees;
- ◆ Reviewing incidents on a case-by-case basis, and advising if a general meeting, structured conversation, letter of expectations, or disciplinary action is necessary;
- ◆ Preparing and facilitating all fact finding meetings related to disciplinary and/or non-disciplinary processes; and
- ◆ Following up on pertinent areas of concern and extracting relevant information from the GN's Human Resources Manual, the *Nunavut Public Service Act*, the collective agreements, Nunavut Public Service Codes of Values and Ethics, employee standards, and other related resources;

Responsible for human resource reporting, including on Inuit employment by:

- ◆ Analysing, reviewing, maintaining and completing all information on the Towards a Representative Public Service Report (TRPS) to ensure accuracy on a quarterly basis;
- ◆ Analysing, reviewing and maintaining all information on ePersonality, attendance registers, vacancy reports, organizational charts, and establishment reports to ensure accuracy on a monthly basis;
- ◆ Analysing, reviewing and maintaining all information on the compensated absences report, long term service report, leave accrual report, and the severance report to ensure accuracy on an annual basis;
- ◆ Analysing, reviewing and maintaining all information on the Inuit employment plan, to ensure accuracy for briefing notes as needed;
- ◆ Coordinating the development of the departmental strategies on increasing and retention of Inuit employment, in consultation with senior management and the Manager, Human Resources;
- ◆ Reviewing and maintaining the internal Inuit Employment Plan checklists before JAR packages are sent for submission;
- ◆ Reviewing weekly reports from the department responsible for staffing and recruitment, to identify and follow up on all staffing actions required;
- ◆ Reviewing the regional staffing updates sent by the assigned GN staffing consultants and following up on any necessary staffing actions;

- ◆ Reviewing the regional housing updates from the Nunavut Housing Corporation (NHC) sent by the assigned NHC staffing consultants and following up on any necessary staffing actions;
- ◆ Maintaining the internal CSA, SSEEP, RESA payroll listing;
- ◆ Maintaining logs of all key types;
- ◆ Providing reports as requested by the Office of the Auditor General;
- ◆ Representing CH and IUT on various human resources related committees such as Human Resources Coordinators' meetings;
- ◆ Acting as the Manager, Human Resources when required; and
- ◆ Performing other Human Resources related duties as required.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviors and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

Contextual Knowledge in:

- ◆ Principles and practices of human resources management;
- ◆ Several areas of human resources practices, including human resources planning, recruitment, staffing, job evaluation, performance management, labour relations, leave and attendance administration, staff movement and payroll transactions, various human resources programs, and year-end and other human resources reporting;
- ◆ Positive workplace practices including motivation and development of staff;
- ◆ Legislation and policies regarding Human Resources administration (e.g. Collective Agreement, Excluded Employees' and Senior Managers' Handbooks, Human Resources Manuals, and the Nunavut Public Service Codes of Values and Ethics handbook); and
- ◆ The Nunavut Agreement with emphasis on Article 23.

Skills and Abilities:

- ◆ Excellent interpersonal skills in addition to cultural sensitivity and awareness;
- ◆ Ability to interpret human resources policies and practices;
- ◆ Strong analytical skills with a high degree of accuracy;

- ◆ Problem solving skills with strong attention to details;
- ◆ Computer skills in programs such as Microsoft Office, human resources and other systems;
- ◆ The ability to work independently as well as part of a team, and is self-motivated;
- ◆ Good organizational skills and able to manage high volume workloads while maintaining confidentiality;
- ◆ The ability to communicate effectively in both verbal and written formats; and
- ◆ The ability to train and provide advice to a variety of audiences.
- ◆ The ability to speak more than one of Nunavut's official languages (Inuktitut, Inuinnaqtun or French) is considered an asset.

These skills and knowledge are normally acquired through:

- ◆ A post-secondary diploma in a human resources or related field with a minimum of two (2) years of relevant experience in human resources (payroll, leave and attendance auditing, reporting, job description reviewing, preparing employment contracts, etc...)
- ◆ A post-secondary degree in a human resources or related field is considered a strong asset.
- ◆ A Certified Human Resources Professional (CHRP) designation is considered a strong asset.
- ◆ Experience in employee training and development is considered a strong asset.
- ◆ An acceptable combination of education and related work experience may be considered.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

- ◆ Daily use of computers and other office equipment for long periods of time can cause back, wrist, neck and eyestrain.
- ◆ Much time is spent in a sitting position with frequent opportunity to move about.
- ◆ The incumbent may be required to travel. Travel is almost entirely by air and is sometimes on small aircrafts in adverse flying conditions and for extended time-periods.
- ◆ Extended work hours are necessary on occasion to complete projects and to address immediate concerns. Fatigue may result.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt regular work schedules and travel requirements, and conditions that increase the risk of accident, ill health, or physical discomfort.

- ◆ The incumbent works in a typical office setting, dealing with human resources issues that impact on personal privacy, and can be politically sensitive in nature.
- ◆ Climatic conditions can vary and extreme cold and windy conditions may have to be taken in consideration when visiting communities.
- ◆ Frequent winter storms and summer fog delay many airline schedules which may strand a traveller for extended periods.
- ◆ Accommodations in the communities may lack hotel-type amenities, dietary choice, and privacy.

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

- ◆ The incumbent will work with computers several hours daily and on occasion LCD projectors and other miscellaneous electronic equipment.
- ◆ Reviewing and writing detailed electronic and hard-copy documents and reports (daily basis) for accuracy and correctness can cause eyestrain and other physical discomforts.
- ◆ The incumbent spends considerable time on the telephone and in face-to-face meetings while dealing with a variety of HR issues where being extremely attentive to detail is required.

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

- ◆ The Human Resources Coordinator is subject to competing priorities and demands that can be stressful and time sensitive therefore, the incumbent will be under constant pressure to balance human resources policies and procedures with the demands, expectations, or needs of management.
- ◆ The incumbent is subject to handle excess volumes of work that may require working overtime and/or during non-standard working hours such as weekends or holidays in order to minimize client disruption while completing scheduled tasks. This can lead to mental fatigue, tension and irritability.
- ◆ The incumbent must be extremely perceptive to detail and is required to ensure their work is accurate. This attention to detail requires multiple cross-referencing, fact checking, and repetitive reviewing which may cause considerable stress based on the significant risks associated with poor judgement, advice, and the appropriate responses for best scenario outcomes regarding sensitive human resources issues.
- ◆ The incumbent must coordinate a heavy workload and competing deadlines, and liaise with colleagues in person, over the telephone, and electronically. Due to the consistently high workload and the general openness of Human Resources relations to employees, the incumbent may often experience frequent interruptions which are difficult to control and may result in frustration due to loss of concentration and having to redo or restart work.
- ◆ The incumbent must explain job requirements, disciplinary actions, and performance-related information and policies to staff, which may be mentally draining and requires a high degree of knowledge, confidence, tact, and diplomacy.
- ◆ The incumbent must be able to work effectively within a cross-cultural environment.

7. CERTIFICATION

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p> | <p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p> |
| <p>_____ Deputy Minister</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p> | |

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.