



August, 2023

Human Resources Manager

Established in 2003, CGLCC, Canada's 2SLGBTQI+ Chamber of Commerce, is a trusted partner linking 2SLGBTQI+ businesses in Canada to the wider business community. It fosters economic growth by supporting and nurturing 2SLGBTQI+ businesses, entrepreneurs, students and allies, and by helping Canada's corporate world connect with the 2SLGBTQI+ business community. A leader in supplier diversity, it is also the certifying body in Canada for LGBTQ businesses.

Human Resources Manager

The Human Resources Manager is responsible for providing day-to-day operations of Human Resources, ensuring the efficient delivery of pay and adjustments, benefits administration, employee relations, performance management, onboarding, HR policy implementation, recruitment and selection, employment law compliance and accuracy and maintenance of employee records. The role oversees the daily Chamber operations, ensuring that all of the administrative activities are efficiently addressed including supply and equipment purchasing, file management, administrative support and related activities, according to CGLCC policies and procedures. The role's purpose is to:

- Drive employee engagement and operational efficiency;
- Create a productive and supportive environment for CGLCC team members, fostering healthy relationships within the team and encouraging productivity;
- Serve as a key champion of the CGLCC culture, ensuring all HR and Office policies and procedures, are implemented in a way that embodies the Chamber's mission and values;
- Facilitate the effectiveness and continued development of each CGLCC employee; and,
- Provide employee-focused Human Resources services to enable employees' achievement of the Chamber's goals and objectives.

CORE ACCOUNTABILITIES

Human Resources Management

The Human Resources Manager manages and oversees Human Resources practices across the organization and introduces and implements workplace policies that encourage high productivity and employee engagement. Specific duties include, but not limited to:

- Develop and implement the recruitment and selection process, from preparing and posting job opportunities to facilitating the selection of the successful applicant to negotiating contracts and salaries;
- Onboard new members of the CGLCC Team, including employee provisioning, administration of employment and pay requirements, orientation and arrangement of required training;
- Administer the benefits program to all team members, including claims resolution, change reporting, approving invoices for payment and communicating benefit information;
- Work closely with the Controller to ensure timely and accurate pay for all team members, ensuring all changes in pay, status and benefits are diligently documented and actioned;
- Manage and facilitate handling of sensitive and confidential matters, including employee relations, performance discussions and organizational changes; assist other CGLCC leaders, if and when required;
- Create, refine and oversee the implementation of HR practices, plans and procedures and assist in the development and implementation of the Employee Handbook, in collaboration with Senior Leaders of CGLCC; interpret, assist and advise employees and leaders regarding the application of HR services and policies;
- Establish, maintain and control employee records, recruitment records, files, correspondence reports and organization charts and ensure the security of these files, data and information;
- Oversee the effective and fair implementation of the Performance Management process, and assist other CGLCC leaders, if and when, required;



- Work with the CGLCC's Legal Counsel, to ensure all HR-related activities, decisions and initiatives, are compliant to applicable legislation;
- Introduce workplace policies and communication channels that address team members' concerns and complaints, such as discrimination and harassment issues; develop and deploy Harassment Policy; and,
- Implement practices that promote the CGLCC culture, encourage open and effective communication, and celebrate team and individual successes.

Office Management

The Human Resources Manager organizes and coordinates office administration and procedures, in order to create a safe and empowering work environment for CGLCC team members. The Human Resources Manager develops intra-office communication protocols and streamlines administrative procedures and inventory control. Specific duties include, but not limited to:

- Serve as the point person for all office-related issues and communication;
- Works closely with the Information Technology Generalist in the implementation and maintenance of technology systems and applications, ensuring all are smoothly running and disruptions to operations are minimal and/or immediately resolved;
- Manage contract and price negotiations with office vendors, service providers and office lease;
- Manage administrative and office services ensuring office operations and procedures are organized, correspondences are controlled, filing systems are designed, supply requisitions are reviewed and approved; and,
- Lead the Office Administrator towards full engagement and successful performance.

Managing Relationships

The Human Resources Manager builds and manages working relationships with CGLCC's internal and external partners, helping these partners accomplish their program objectives and contribute to CGLCC's strategic goals.

- Collaborate and consult with internal partners in the execution of Human Resources and Office policies and procedures, ensuring the intended outcomes of those policies are achieved;
- Build and maintain open and effective communication with vendors and suppliers ensuring accountabilities are clarified and service agreements are effectively implemented;
- Maintain rapport with team members to ensure their HR and Office needs are met and that they continue to feel enabled towards full productivity and excellent performance;
- Serve as the “people conscience” of CGLCC’s senior leaders by acting as the consultant and adviser to all HR-related issues and problems;
- Work closely with the Information Technology Generalist in the administration of HR and Office systems and applications;
- Establish close ties with CGLCC’s HR Consultant and Legal Counsel in the development and implementation of CGLCC-focused HR strategy, initiatives and decisions.

Problem Solving & Ownership

The Human Resources Manager analyses and solves problems and addresses day-to-day issues to ensure smooth and efficient operations and help establish a supportive and empowering work environment and contribute to the accomplishment of CGLCC program objectives.

- Analyze HR and Office processes and technologies continually to identify areas for continuous improvement;
- Monitor and survey HR trends, emerging technologies, issues and approaches in the non-profit industry to proactively innovate and drive continuous improvement;
- Develops, implements and maintains HR and Operational policies and procedures, ensuring alignment to the Chamber’s mission and values;
- Problem-solve HR and office issues, following CGLCC’s standards, practices and procedures;
- Identify alternative solutions and select the best solution to day-to-day HR problems and issues, and apply lessons learned to fine-tune HR processes and policies.



CGLCC & Personal Advocacy

The Human Resources Manager demonstrates personal leadership to fulfill the expectations of the role by taking ownership to personal development and assist in the development of others, guided by a strong commitment to the CGLCC mission and strategic direction.

- Ensure alignment of Human Resources and Office processes and policies to the strategic direction of the CGLCC;
- Manifest engagement to CGLCC's goals, strategies and values in the day-to-day behaviours and administration of these processes and policies;
- Seek performance input from CGLCC CEO and other CGLCC leaders and team members to identify own performance gaps and inform personal development plan;
- Offer expertise and drive initiatives and projects aimed to best promote the CGLCC culture, drive employee engagement and productivity.

DESIRED COMPETENCIES & EXPERIENCE

Education:

- Bachelor's degree in Human Resources or related field is preferred.
- Certifications in HR specialized fields like Learning & Development, Compensation, Employee Relations a PLUS.
- Completed or pursuing CHRP designation

Experience:

- Minimum 2 years of experience as an HR Manager for a small-medium sized organization;
- Minimum 2 years as an HR Generalist with experience in HR functions of Talent Management, Employee Relations, Employee Engagement and Performance Management
- Successful track record in developing and implementing HR policies and procedures
- Strong technical skills in G-Suite and the ability to learn new systems
- Exceptional communication and interpersonal skills

- Proven belief that Human Resources power organizations
- Strong project management experience including implementation and use of G-SUITE, CRM and other project management tools
- Proven skills in budget management, process management and optimization
- Analytical thinking and problem-solving skills
- Multi-tasking and time management skills
- A strong understanding of 2SLGBTQI+ issues in Canada and challenges of not-for-profit 2SLGBTQI+ organizations
- Proven experience in developing, revising and working with multi-element administrative processes
- Experience working within a multiple stakeholder environment
- Previous experience working in a not-for-profit environment is an asset
- Previous experience with the 2SLGBTQI+ community is an asset

Competencies:

- **SERVICE FOCUS** – strong commitment to meet or exceed the expectations and requirements of internal and external stakeholders
- **RELATIONSHIP BUILDING & APPROACHABILITY** – possesses the ability to connect with others, make people comfortable and feel accepted and easily build rapport while maintaining professionalism and celebrating diversity
- **ORGANIZATION** – excellence in effectively managing time by breaking work into manageable tasks, identifying and focusing on priorities and accessing the necessary resources to get the job done; able to assist multiple team members at one time with various tasks; has the adaptability and flexibility to adjust priorities
- **ACTING WITH INTEGRITY** - demonstrated ability to execute, deliver and follow through on key activities and commitments while staying honest, open and trusting; strong attention to detail to submit work or send communications without error; able to handle sensitive information
- **COMMUNICATING EFFECTIVELY** – ability to exchange verbal and written information with varied audiences, ensuring mutual understanding of ideas and issues



- CONTRIBUTING to ORGANIZATIONAL EXCELLENCE – finding new and better ways of working by applying learning, feedback and experience; able to work independently AND with the team.
- FLUENCY in both official languages is an asset

Terms

This is a hybrid, full-time position. This position reports to the CEO, CGLCC.

Compensation

Salary will be based on skills and experience, within the annual salary range of \$75,000 - \$82,000. Group benefit plan coverage and annual vacation round out the compensation package.

Applications

Please submit one pdf document including a cover letter and CV to careers@cglcc.ca. Clearly indicate in the cover letter the role in which you are applying.

CGLCC celebrates diversity and is committed to creating an inclusive environment for all, regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, ability, gender identity or Veteran status.