POSITION DESCRIPTION

POSITION TITLE: Human Resources Generalist

POSITION CATEGORY: Human Resources

SCHEDULE TYPE: Full-time

POSITION LOCATION: On-site

Prince Rupert, BC V8J 1A2, CAN

POSITION SUMMARY

Reporting to the Director, Human Resources, the Human Resources Generalist serves as a trusted advisor and operational partner to employees, leaders, and the Human Resources team. The role will be a primary point of contact for PRPA employees and is responsible for delivering a broad range of human resources services daily including employee relations, HR Information Systems (HRIS) administration, recruitment, onboarding, benefits administration, policy implementation, and employee lifecycle support.

Working both independently and collaboratively with the HR Team and PRPA leaders, the Human Resources Generalist identifies opportunities to improve processes, enhance employee experience, strengthen organizational practices, and support the successful delivery of Human Resources programs, policies, and initiatives across the organization.

POSITION ACCOUNTABILITIES

Recruitment & Onboarding

- Provides support with requisition approvals, updates position descriptions, and completes job level evaluations.
- Partners with hiring managers to support recruitment activities including sourcing, screening, interview coordination, candidate assessments, selection processes, and candidate communications throughout the recruitment lifecycle
- Provides support to candidates throughout the recruitment life cycle, including providing feedback to those who are unsuccessful in the process.
- Ensures that all offer letters and employment documents are executed accurately and efficiently and stored in the appropriate systems.
- Manages the new hire onboarding process to ensure a welcoming and positive experience for incoming employees and leaders.
- Collaborates with various departments such as IT, credentialing, and payroll, to ensure new hires are set up for success when they join the organization accordingly.
- Recommends and identifies improvements to existing onboarding and recruitment practices, and partners with the appropriate team members to implement any required changes

Employee Relations & Engagement

- Serves as a trusted advisor to all PRPA employees. Ensure all employee inquiries and requests are managed efficiently, promptly, fairly, and confidentially. Escalate employee relations items as required for further support within the broader HR Team.
- Provides guidance and support to leaders regarding employee relations matters, policy interpretation, performance management, documentation, attendance concerns, and workplace conduct issues.
- Supports employee health and well-being initiatives alongside leaders and other HR Team members by developing resources, organizing events, and improving existing practices.
- Where applicable, serves as a member on various PRPA committees.
- Works with leadership and HR team members to support annual performance and goal setting process.
- Conducts fact-finding interviews, gathers information, and supports workplace investigations as required for complex or sensitive employee relations issues.

Human Resources Information Systems (HRIS)

- Serves as the primary HRIS administrator and subject matter expert for Human Resources systems including UKG. Inputs new hire information and ensures data integrity is upheld in systems and personnel files.
- Develops, generates, and analyzes workforce reports and dashboards in the HRIS system to support operational and strategic decision-making.
- Identifies opportunities for HR system optimization, workflow improvements, automation, and enhanced user experiences.
- Participates in system implementations, upgrades, testing, configuration changes, and process enhancements as required.
- Provides training, guidance, and technical support to managers and employees regarding HR systems and processes.
- Escalates any required permission, system, or access issues to the appropriate IT or HR Team member for further follow-up and support.

HR Projects and Continuous Improvement

- Participates in Human Resources initiatives and projects related to employee experience, workforce planning, performance management, policy development, organizational effectiveness, compensation, and process improvement.
- Research leading practices, emerging trends, legislative developments, and operational needs, identifying opportunities to improve Human Resources programs, services, and processes.
- Assists in the implementation and communication of new Human Resources programs, policies, systems, and organizational initiatives.
- Supports change management activities and adoption efforts associated with Human Resources projects.

HR Policies & Procedures

- Supports the review, development, implementation, communication, and continuous improvement of Human Resources policies, procedures, and best practices, incorporating operational needs, legislative updates, employee feedback, and industry trends

HR & Benefits Administration

- Coordinates employee benefit enrollments, changes, terminations, and related administrative

processes, ensuring information is completed accurately and communicated to the appropriate providers and internal stakeholders.
- Assists with annual compensation review and variable incentive pay program alongside the broader HR Team.
- Serves as the primary contact for routine inquiries relating to benefits, pension participation, and HR programs, escalating complex matters as required.
- Coordinates employment-related immigration documentation including visitor invitation letters, work permit support documentation, and related administrative requirements, liaising with employees, leaders, and external agencies as required.
- Coordinates and performs offboarding processes, including conducting exit interviews as required.
- Performs other duties as required.

WORKING CONDITIONS

- Regular, full-time position (37.5 hours per week).
- Regular working hours are Monday to Friday, 8:00 AM to 4:30 PM with 1 hour lunch break (unpaid).

JOB SPECIFICATIONS

Formal Education

- Post-secondary degree or certificate in human resources, organizational behaviour, business administration, or related field.
- CHRP, CHRL, and other HR designations are considered an asset.

Related Experience

- Minimum three to five years' progressive Human Resources experience in a generalist or advisory capacity. providing advice and guidance to leaders on employee relations, policy interpretation, performance management, legislative requirements, and Human Resources best practices.
- Strong knowledge of provincial and federal employment standards, labour laws, and general HR best practices.
- Proficient in Microsoft 365, HRIS systems, and applicant tracking systems (ATS). Working knowledge of UKG and SharePoint will be considered an asset.

- **Other Requirements**

- Strong written and verbal communication skills. Exceptional attention to detail, organizational skills, and time-management skills.
- Comfortable with prioritizing and executing multiple tasks and projects simultaneously.
- Ability to use discretion and tact while handling and delivering sensitive and confidential information.
- Comfortable taking initiative independently and collaborating closely within a team environment.
- Ability to identify opportunities for improvement, initiate necessary changes, and drive continuous improvement across key HR functions.
- Demonstrates a desire to learn, adapt, and take on expanding HR responsibilities.
- Able to obtain security clearance under Transport Canada’s Security Clearance Program.
- Possesses a valid Class 5 BC Driver’s License.

The base salary range for this role is $90,969-$113,711. This position is eligible for a performance-based variable incentive targeted at 10% of the base salary.

Equity, Diversity, Inclusion and Belonging are at the heart of PRPA's culture and play a vital role in our growth strategy. We are committed to ensuring that everyone feels a sense of belonging and can contribute to their maximum potential. Our differences are the reason great things happen here. If you are an applicant in need of accommodation or special assistance throughout the interview process, please submit a request by email to careers@rupertport.com.

Individuals of Indigenous descent are strongly encouraged to apply.

Interested applicants please submit your resume to: careers@rupertport.com