

Williams Lake and District Credit Union Job Description

Position Title: Manager, Human Resources
Branch: Administration
Review Date: October 2020

I. INTERNAL RELATIONSHIP

The Manager, Human Resources reports directly to the Chief Executive Officer of the Credit Union.

II. OBJECTIVES

The Mission of Williams Lake and District Credit Union is

"Advancing cooperative values by putting people before profits."

The Manager, Human Resources carries this mission statement forward by ensuring that the credit union human resource systems and programs contribute to the achievement of the credit union's goals and link the role of employees and managers to the credit union's mission, vision and values.

III. COMPETENCIES

In order to achieve the business goals and mission of Williams Lake and District Credit Union, all employees must develop and demonstrate a number of behaviours and actions, called competencies, which will ensure for organizational success. The competency areas are:

- technical/job knowledge
- sales and service quality
- communication/interpersonal skills
- decision making judgement
- cooperation/teamwork
- leadership/coaching (*for supervisors and managers only*)

Technical/Job Knowledge

In order to provide excellent service to our members and internal customers, employees must be the "experts" in their job and, therefore, demonstrate a high level of knowledge and skills in their day to day activities. This competency is demonstrated by:

- *Performing responsibilities with a minimum of supervision and guidance;*
- *Using knowledge and skill to improve products, service and methods;*
- *Being able to train or assist in training others; and*
- *Being able to identify errors and inconsistencies and correcting them.*

Sales & Service Quality

To enhance Williams Lake and District Credit Union's image as a quality service provider and demonstrate Williams Lake and District Credit Union's commitment to the member while achieving the organization's long-term financial goals, all employees are accountable for demonstrating a high level of sales and service quality. This competency is demonstrated by:

- *Treating the member or internal customer as the first priority;*
- *Providing efficient, accurate and effective service;*
- *Listening for and responding to current and anticipated needs;*
- *Presenting options and alternatives to meet the needs of the member/customer;*
- *Identifying and acting on business opportunities; and*
- *Reacting quickly when a member/customer satisfaction breakdown occurs and seeking ways to prevent future breakdowns.*

Communication/Interpersonal Skills

As a service organization, much of our day to day business activity requires interacting and communicating with our members, the general public and employees. In order for us to effectively serve the needs of these different groups, it is imperative that we exchange information with others in a way that is efficient and effective while at the same time promotes our credit union as a friendly and welcoming place to do business. This competency is demonstrated by:

- *Expressing ideas/information so that they are easily understood;*
- *Listening actively to the information presented by others;*
- *Adapting your communication style, language and tone to different audience needs;*
- *Using a writing style that is clear, concise and grammatically correct; and*
- *Using tact and diplomacy and being sensitive to diverse viewpoints.*

Decision Making/Judgement

In order for our members to receive efficient and effective service, Williams Lake and District Credit Union recognizes the importance of empowering employees to make decisions in their areas of expertise that will maximize the level of service we provide to our members. This competency is demonstrated by:

- *Making sound, fair and logical decisions;*
- *Accepting responsibility for own actions/decisions;*
- *Implementing solutions consistent with credit union values, goals and strategic direction;*
- *Displaying confidence in decision making and exercising appropriate authority;*
- *Functioning effectively in situations of less than perfect or incomplete information; and*
- *Exploring the underlying cause of problems and taking steps to prevent future occurrences.*

Cooperation/Teamwork.

As a member of the Williams Lake and District Credit Union team, employees work with others to achieve organizational goals and personal success through cooperation and teamwork. This competency is demonstrated by:

- *Creating and maintaining cooperative and productive relationships with others;*
- *Sharing responsibility for the achievement of team goals;*
- *Acknowledging and celebrating other's successes;*
- *Providing coaching and support to others;*
- *Valuing diverse contributions/points of view;*
- *Contributing ideas and sharing knowledge; and*
- *Recognizing and respecting demands on others.*

Leadership/Coaching

In order to ensure for the achievement of credit union and individual employee goals, managers must exhibit strong leadership and coaching behaviours. This competency is demonstrated by:

- *Motivating and inspiring others to take action to achieve desired outcomes;*
- *Delegating authority to allow others to exert more influence over their work;*
- *Building understanding of credit union vision;*
- *Demonstrating commitment to the achievement of organizational goals;*
- *Creating a safe environment for risk-taking and skill development; and*
- *Providing coaching, constructive feedback and positive reinforcement.*

IV. KEY RESPONSIBILITY AREAS

The Manager, Human Resources is accountable for achieving (*or contributing*) to results in the following areas:

1. Service Delivery
2. Human Resources
3. Administration
4. Financial Growth and Development
5. Information and Knowledge
6. Strategic Planning

Service Delivery

The Manager, Human Resources is responsible for providing a high level of service delivery to members in the processing of a variety of financial and non-financial member transactions by:

- ❖ actively listening to others and responding to them with genuine interest, sensitivity and in a professional manner;
- ❖ respecting the confidentiality and privacy of staff and credit union's business;
- ❖ providing support to staff in difficult situations by being approachable for help;
- ❖ exceeding the internal customer service expectations;

- ❖ providing coaching, constructive feedback, and positive reinforcement to staff and managers on an ongoing basis;
- ❖ identifying ways to improve service delivery;
- ❖ providing advice and counsel to managers on various provincial and federal regulations, corporate policies and procedures in regard to employee relations issues including compensation, benefits, training and development, and employment;
- ❖ counseling and advising the Chief Executive Officer on routine human resource issues, concerns or problems; and
- ❖ maintaining a neutral position within the organization when dealing with staff and management on various issues.

Human Resources

The Manager, Human Resources is responsible for the efficient and effective delivery of human resource programs to managers and staff by:

- ❖ designing, delivering, enhancing and implementing a strategically aligned total human resource program including recruitment, performance management, coaching, employee development, succession planning, staff recognition and involvement, learning and development, career planning and compensation systems that supports the organization's strategic direction;
- ❖ ensuring all human resources related activities and guidelines reduce risk to the organization and all staff; and
- ❖ identifying risk issues to the organization and dealing with them in an urgent and professional manner.

Administration

The Manager, Human Resources is responsible for the administration of the credit union's human resource programs by:

- ❖ developing and administering human resource policies and procedures;
- ❖ establishing and implementing an effective recruitment process at the branch/department level and providing technical support in the pre-screening, short listing and reference checking of potential candidates;
- ❖ overseeing the ongoing application of the performance management program, including job descriptions, performance standards, performance appraisals and succession planning;
- ❖ developing, implementing and administering the organization's overall training and development plan to ensure consistency with corporate objectives and resource allocation;
- ❖ administering the credit union job evaluation and compensation systems;
- ❖ monitoring and researching industry trends relating to human resource practices and procedures;
- ❖ preparing management reports and recommendations related to areas of responsibility;
- ❖ preparing and revising the human resources department budget and monitoring revenues and expenses;
- ❖ ensuring adherence to all policies and procedures related to the work performed;

- ❖ administering the credit union benefits plans and dealing with external suppliers as required; and
- ❖ overseeing and directing the administration of payroll for the credit union; and

The Manager, Human Resources may be appointed as the credit union's Privacy Officer upon recommendation of the CEO to the Board of Directors. If appointed, the Manager, Human Resources will report directly to the CEO on matters relating to privacy and will be responsible for the administration of privacy within the credit union by:

- ❖ ensuring credit union compliance with the BC Personal Information Protection Act (PIPA) and other applicable confidentiality and privacy laws;
- ❖ addressing any complaints received regarding privacy;
- ❖ providing guidance to managers and staff on the subject of privacy; and
- ❖ monitoring and updating the credit union privacy program described in the Williams Lake and District Credit Union Privacy Code, and the Williams Lake and District Credit Union Privacy Officer Terms of Reference and Management/Employee Guidelines.

Financial Growth and Development

The Manager, Human Resources is responsible for contributing to the financial growth and development of the credit union and its members indirectly through the other Key Responsibility Areas, but also by:

- ❖ capitalizing on opportunities to minimize losses through developing and adhering to capital and departmental budgets;
- ❖ monitoring departmental expenditures and ensuring effective cost control measures;
- ❖ recommending improvements or changes to processes to meet the needs of the membership; and
- ❖ developing and monitoring the human resources annual business plan budget, and ensuring all departmental initiatives and activities fall within budget.

Information and Knowledge

The Manager, Human Resources is responsible for keeping up to date on all information relevant to the performance of his/her duties; for ensuring that staff are also kept up to date on job relevant information; and for sharing information with and listening to others by:

- ❖ advising staff on policies, procedures, products, and promotions and changes to same;
- ❖ reading all memos and manuals related to the work being performed and seeking clarification when necessary;
- ❖ communicating professionalism with both appearance and verbal expression;
- ❖ listening and responding to other staff with respect, sensitivity and professionalism;
- ❖ attending conferences, seminars and workshops;
- ❖ developing and maintaining contacts with a variety of technical specialists to ensure continuing access to information relevant to Williams Lake and District Credit Union's human resource objectives;

- ❖ establishing and maintaining contacts with professional networks such as ACUTE and attending network meetings and events; and
- ❖ subscribing to relevant periodicals and publications to keep current in the field of human resources (i.e. The Canadian Employer).

Strategic Planning

The Manager, Human Resources will provide leadership in the development and implementation of human resource initiatives that are designed to maximize the contribution of the organization's human resources to the success of the credit union. The Manager, Human Resources, as a member of the management team, is responsible for:

- ❖ actively participating in annual planning processes and related discussions;
- ❖ bringing forward ideas and suggestions;
- ❖ identifying organizational human resources needs and researching, analyzing, and preparing cost/benefit analysis recommendations;
- ❖ actively supporting the tactics of the strategic plan and seeking ways to maximize his/her contribution to the plan;
- ❖ preparing and integrating the human resources plan with the overall strategic plan; and
- ❖ committing to achievement of team objectives.

V. QUALIFICATIONS

Education: Completion of a two year diploma program in Human Resource Management.

Experience: Minimum of 7-9 years related experience.