

Job Description

Job Title:	Employee Relations Coordinator
Department:	Food Services
Reports To:	Director, Food Services
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	August 2020

Primary Purpose

Administer the department payroll process and coordinate labour relations activities including recruitment, layoffs, health and safety and performance management in strict accordance with UW policies, CUPE local 793 Collective Agreement and relevant legislation. The incumbent will work closely and collaboratively with other campus departments including Human Resources, Occupational Health and the Safety Office.

Key Accountabilities

Employee Relations

- Coordinates recruitment activities for the department including on-line application process, advertising, job fairs, posting accurate job descriptions and position numbers, assist with interviews and selection protocols in accordance to the Collective Agreement (CA) and UW policies.
- Maintains of recruiting information and headcount data for the department including approximately 150 CUPE employees, 40 ongoing staff employees, and a fluctuating number of casual employees.
- Provides guidance and support to all management and staff on HR related matters; fosters collaboration with and amongst all levels of staff; contributes to overall staff morale
- Assists management with the performance management of any employee concerns including advice on how to lead sensitive employee meetings. Attends employee meetings and prepares documentation in consultation with Human Resources. Assists with grievance documentation and record keeping when required.
- Participates in departmental and other related committees including Ad Hoc Committee; may take a lead role.
- Supports the onboarding process for all new staff including assisting with the casual part-time welcome sessions and creation of new hire packages.

Payroll and Administration

- Verifies and enters records for the bi-weekly payroll of hourly paid employees then submits to Human Resources. Resolves pay issues that may require follow-up either with employees and/or Human Resources, including deductions and adjustments as applicable.
- Provides administrative support to departmental operations as it pertains to the policies and practices (i.e. uniform and safety shoe vouchers, vacation entitlements, employee records etc.)
- Assists in the administration of staff files and preparation of confidential materials when needed. This includes verification of employment letters (for CUPE and Casual employees), promotions, reclassifications, terminations, vacation entitlements, and disciplinary records.
- Updates systems with employee lifecycle transactions such as terminations, transfers, upgrades and assignment records in coordination with records in Human Resource and the terms of the CA.
- Issues bi-annual seniority lists and other CUPE reports or requests in collaboration with the Director, Food Services.

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- Refers employees to support resources ensuring confidentiality and in consultation with HR (i.e. Employee and Family Assistance Program, Conflict Management & Human Rights Office, CUPE, etc.).
- General communications with the Salaried Staff group regarding payroll requirements, interpretation and explanations of policies, CA and related laws (Human Rights Code, ESA).
- Establishes, monitors and adheres to the annual operating budget for the Employee Relations area.

Health and Safety

- Coordinates department Health and Safety committee meetings including compiling and presenting inspection audit data and incident-related report data and taking minutes.
- Ensures mandatory training programs and proper record tracking is administered for safety training, (Food Safety, WHMIS, First Aid etc.)
- Maintains and updates Standard Operating Procedure (SOP) documentation and pre-inspection procedures and binders in accordance to the Work-well audit process.
- Ensures department policies and procedural communication on workplace hazard reporting is conducted in accordance to the UW Safety Office and university policies
- Tracks and records employee sick day statistics, LTD, WSIB information for department

Required Qualifications

Education

- University degree or college diploma in Business, specializing in Industrial Relations, Human Resource Management or equivalent education and related experience
- A Professional Human Resources certification (CHRP) is an asset

Experience

- Two years of human resources experience with knowledge of general HR practices
- Experience administrating payroll, with the ability to process high volumes of data with an extremely high degree of accuracy, efficiency and a sense of priority is essential
- Experience with the recruitment and selection process
- Experience working in the hospitality or service industry (asset)
- Experience working in a unionized environment and interpreting and executing language of collective agreements

Knowledge/Skills/Abilities

- In-depth knowledge of common labour law and employment legislation (ESA, OHSA, OHRC)
- Lead by example, reinforcing an effective and cooperative work environment that supports the customer experience

Nature and Scope

- **Contacts:** Internally communicates with members of the University community to deal with, influence and motivate others. Externally collaborates with suppliers, vendors, and liaise with professional network.
- **Level of Responsibility:** Coordinates a specialized function within the department and is responsible for the work within that area of responsibility to support operations.
- **Decision-Making Authority:** Makes frequent, timely independent decisions based on general guidelines and directives. Requires flexibility in decision-making, responding to changing priorities.
- **Physical and Sensory Demands:** Minimal demands primarily operating within an office environment. Occasional hands-on activities within a restaurant setting and requires minimal exertion of physical effort.

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- **Working Environment:** Primarily office based setting with regular hours and involves visiting Food Services units and functions as needed. Required to maintain a flexible schedule to facilitate daily operations and events, which may include work rotation through day, evening and weekends.