

Job Description



Job Title:	Director, Total Rewards
Department:	Human Resources
Reports To:	Associate Provost, Human Resources
Jobs Reporting:	Associate Director, Disability Inclusion; Manager, Payroll; Manager, Pension Services; Disability Advisor, Total Rewards Specialist
Salary Grade:	USG 15
Effective Date:	January 2023

Primary Purpose

Responsible for directing the design, communication, and maintenance of the University's total rewards programs (including benefits, compensation, and pension) and employee well-being (including accessibility for persons with disabilities) and corresponding policies. Directs activities related to domestic and international payroll, as well as pension administration services for the University.

Key Accountabilities

Provides leadership and insight to various committees and sub-committees across the University:

- Participate in the HR Management Meetings in developing both the short and long term HR plans in accordance with the broader strategic plan
- Research and monitor trends, review and/or conduct analyses, and develop reports and exhibits for University level committees in accordance with annual workplans or special initiatives; implement changes as determined by the Committees
 - Serve as a resource to the Board of Governor's Pension & Benefits (P&B) Committee and the Provost's Advisory Committee on Staff Compensation (PACSC)
 - Working member of the Associate Provost, Human Resources' Committees: EAP Committee (Secretary), Healthy Workplace Committee (member), and Accessibility Committee (Chair)
 - Ad hoc resource to various other committees for area of responsibility including the Staff Relations Committee (SRC), Faculty Relations Committee (FRC), Undergraduate Relations Committee (UGRC), and Graduate Relations Committee (GRC), and policy development/revision committees, as required

Ensures the effective utilization, deployment, and development of people and capital resources:

- Deploy and direct the Pension Services team, Payroll team, and other Compensation and Employee Well-being team members to ensure timely delivery of HR strategic goals
- Allocate resources to support inter-department needs for support
- Coach, train and develop employees to assure growth and development of those individuals
- Conduct Annual Performance Plans with direct reports, and ensure adherence to Annual Performance Planning and Review process within the department
- Promote team spirit, cohesiveness, motivation and commitment to customer service and continuous quality improvement

Leads the design and execution of the Compensation (including Benefits and Pension) and Well-being (including Accessibility) programs and corresponding policies that support organizational objectives:

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- Responsible for refining and finalizing design and process parameters (e.g. system/tool used for job evaluation, executive compensation program, staff compensation structure, group benefits coverage levels, disability management practices, EFAP services, etc.) through a collaborative and consultative process involving committees and other stakeholders across the University; provide leadership on implementation and communication requirements to support the design
- Monitor the University's level of compliance with relevant legislation and develop proposals to respond to changes, as required; direct the submission of compliance reports
- Ensure delivery of timely and clear communication related to area of responsibility; provide information and expert advice to senior leaders and Committees; investigate and respond to escalated employee inquiries
- Manage the external market competitiveness evaluations, participation in compensation surveys, annual vacation accrual reports, and the two distinct annual salary increase programs
- Provide leadership and functional direction to the payroll and pension administration teams to ensure alignment with objectives and accurate application of current and deferred compensation arrangements
- Ensure benefits administration practices are achieving objectives, finalize process guidelines and supporting tools as required; ensure that tasks assigned within team are executed in a timely and accurate manner
- Manage the activities of the EFAP vendor including any service concerns and/or requests for Crisis Management Services and Wellness Sessions as required
- Work closely with vendors on regular and ad hoc activities; review and approve some vendor invoices
- Review and approve monthly reconciliation of accounts as produced by the HR Financial Officer

Provides leadership and functional direction in the area of employee well-being and health management for individuals with limitations or restrictions:

- Collaborate with the cross departmental disability management team, University resources and the vendor(s) (including long term disability insurer and sick leave early referral provider) to lead and direct the application of the disability management practices during absences related to non-occupational illness or injury and/or for the period of absence following an occupational illness or injury
- Provide leadership and direction in the area of accessibility for all individuals within the University (employees, students, and the public) across all evolving standards of the Accessibility for Ontarians with Disabilities Act (AODA)

Represents the University on Human Resources matters:

- Develop and maintain partnerships to respond to changing needs and promote the professionalism of HR
- Cultivate effective working relationships with senior management and leadership, University resources, and the three employee stakeholder groups (i.e. UWSA, CUPE Local 793 and FAUW), and for accessibility requirements/achievements, Student groups
- Liaises externally with professional, local and university communities and government organizations, and agencies on behalf of the University on matters related to area of responsibility

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University undergraduate degree combined with Certified Compensation Professional (CCP) and/or Certified Employee Benefits Specialist (CEBS) designations, or equivalent experience; Certified Human Resources Leader (CHRL) designation is an asset.

Experience

- 8-10 years of progressive broad experience in the Total Rewards field within Human Resources including 3-5 years at a managerial level. Must have a good understanding of payroll, pension administration, and health management best practices.

Knowledge/Skills/Abilities

- Familiar with a variety of the field's concepts, practices, and procedures. Competencies include HR Trends and Direction, HR Legal and Regulatory Environment, Compensation Management, Salary Planning, Benefit Programs, Human Rights and Accessibility
- Familiar with a variety of the field's concepts, practices and procedures. A wide degree of creativity and latitude is expected. Strong interpersonal, organizational and communication skills.
- Intermediate technical skills for Word, Excel, and PowerPoint; basic technical skills for HRMS, pension administration, and health management systems

Nature and Scope

- **Contacts:** Internally, communicates with senior leadership and other employees across all areas (Faculty, Staff, CUPE, University Colleges, and affiliates) to deal with, influence and motivate and settle highly sensitive matters for the entire organization. Externally, this position has significant contacts with government bodies, vendors, legal professionals, and industry consultants and is involved with developing recommendations to settle sensitive and confidential matters that are critical to the deliverables of the University of Waterloo.
- **Level of Responsibility:** Relies on extensive experience and judgment to plan and accomplish goals as well as lead and direct the work of others. The position is responsible and accountable for the results of the Compensation and Employee Well-being team (including Pension Services and Payroll teams) and is responsible for meeting the HR objectives. The position is also responsible for providing leadership to accessibility issues that are institution wide. The position is also expected to be forward looking, aware of trends and bring innovative and creative concepts and opportunities to the Associate Provost, Human Resources.
- **Decision-Making Authority:** Responsible and accountable for executing the HR priorities for the Compensation and Employee Well-being team (including Pension Services and Payroll teams) and addressing the changes to plans by consulting with the Associate Provost, Human Resources and/or Committees.
- **Physical and Sensory Demands:** Minimal demands typical of a leadership position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a leadership position exposed to stress and pressure associated with senior level responsibilities.