

Job Title: Lower Mainland Representative, Workforce Operations

Department: Workforce Operations

Reports to: Lower Mainland Site Lead, Workforce Operations

Summary

BCIB is the provincial Crown Corporation responsible for implementing the Community Benefits Agreement (CBA) on select public infrastructure projects. The CBA prioritizes hiring of local, Indigenous, women, people with disabilities and other underrepresented groups and enables a culturally competent and respectful worksite. BCIB is committed to growing and mobilizing a safe, diverse, and skilled workforce and increase opportunities for apprenticeships.

Reporting to the Manager, Workforce Operations for the Lower Mainland, the Representative, Workforce Operations will be the on-site representative, working to support BCIB's skilled and diverse workforce on (CBA) Lower Mainland Projects. The Representative, Workforce Operations will support daily on-site operations that include the onboarding of workforce employees, recording and managing sensitive employee information, supporting the Manager, Workforce Operations on incident investigations, and triaging employee issues and requests as required.

Essential Duties & Responsibilities

- Support workforce acquisition using BCIB dispatch (priority hire) sequence.
- With support from BCIB's Human Resources, Safety, and Workforce Development teams, provide Community Benefits Agreement-related guidance and assistance to contractors and employees on-site.
- Welcome, onboard and orient new employees to BCIB workforce (including policy review).
- Maintain multiple tracking systems and prepare various operational reports
- Act as liaison between BCIB and the contractors with respect to workforce requirements and activities.
- Provide assistance during the grievance process.
- Act as BCIB's connection between the worksite operations and head office.
- Participate in the Joint Health and Safety Committee as representative for BCIB employees.
- Participate in Toolbox meetings.
- Troubleshoot operational issues as they arise.
- Document incidents and maintain organized employee records
- All other duties as required.

Desired Skills & Qualifications

- Strong interpersonal and communication skills.
- Issue resolution experience, capable of working through workplace/worker concerns, disputes, grievances, and discipline processes with attention to mandated timelines.
- Strong verbal and written communication skills; able to generate, maintain and present audience-appropriate reports, e-mails, site updates, spreadsheets, and training materials at a Crown Corporation standard.
- Patience and experience with complex administrative processes; ability to execute and organize process-related actions with attention to detail while maintaining data integrity.
- Experience working with employees' personal information in a sensitive and secure workplace setting.
- Experience working with a unionized workforce and familiarity with collective agreements.
- Operational experience or field operations experience; problem-solving, logistics, planning and managing resources in dynamic, non-urban setting.
- Case management and investigation experience; diplomatic information-gathering, timely and accurate documentation, electronic and physical file management.
- Employee performance management experience.
- Experience promoting a respectful, safe, and inclusive job site culture.
- Proven ability to work both independently and collaboratively, self-starter.
- Ability to contribute positively to corporate activities and personal development planning.
- Willingness to travel in all conditions, provide after-hours site support and work irregular shifts.
- Proficiency with MS Word, PowerPoint, Excel, Teams.

Education and Experience

- Post-secondary diploma in related field is an asset.
- Three years or more experience in workforce operations, human resources, or similar field.
- Experience in managing Occupational Health and Safety is an asset.
- Previous experience working in the construction industry.

BCIB is an equal opportunity employer and welcomes all those interested in the role to apply. BCIB staff will review all applications received, but only those shortlisted will be contacted for a follow-up interview.

Please send your resume and cover letter to jobs@bcib.ca

