

**Job Title:** HR and Corporate Services Administrator

**Department:** Human Resources & Corporate Services

**Reports to:** Manager, Human Resources & CEO's Office Support

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**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, Human Resources & CEO's Office Support, the HR and Corporate Services Administrator is responsible for the daily HR functions of the department, including managing and monitoring employee tickets in JIRA, Salesforce and TELUS CRM system, administering employee benefits, processing employee's lifecycle documentation and coordinating HR queries from CBA and Corporate staff.

In addition, this role will support HR initiatives and projects and will be responsible for managing corporate services needs, including coordinating travel needs, booking meetings for the executive team and providing oversight of the Corporate Office.

**Essential Duties & Responsibilities**

**CBA HR**

- Provide recommendations to the Manager, Human Resources and CEO's Office Support for improvements to programs regarding Workforce Employees.
- Work closely with the Product Owner to implement approved changes to the Workforce Management System (WMS)
- Coordinate onboarding documents and templates for Workforce employees on a timely manner
- Ensure all employee records are maintained and updated.
- Administer workforce onboarding, termination and employee changes through the JIRA, Salesforce and TELUS CRM system, and monitor tickets related to these items.
- Respond to worker enquiries and resolve issues in a timely and professional manner.
- Responsible for tracking and monitoring issues
- Assist with training delivery of new processes and changes to the WMS
- Assist with other Workforce HR duties as required.

### **HR Administration**

- Responsible for organizing and maintaining personnel records
- Responsible for maintaining Employee Resources and updating to reflect any organizational changes
- Assist HR leadership with formatting HR policies, procedures and manuals.
- Assist with processing and monitoring HQ employee tickets via the HR JIRA system
- Coordinate all onboarding, termination and employee changes through the TELUS CRM system, and monitor all CRM tickets & related items.
- Assist with the development of Employee Engagement programs and activities, including employee engagement survey development, evaluation, and improvement initiatives.
- Support the Manager, HR in recruitment and resource planning including screening interviews, reference checks and other related items.
- Oversee the effective administration of corporate employee benefits including organizational enrolment, plan changes, employee communications, employee enrollment, change requests and terminations.
- Maintain record of employee vacation and leaves (Sick leave, Short Term Disability, Long Term Disability, Special Leaves).
- Conduct On-Site Orientation for all new hires, including office and building tours and facilities review.
- Responsible for scheduling Corporate Training for new hires.

### **Office Management and Corporate Services**

- Represent Senior Management and BCIB in a professional manner in person, in telephone conversations, and in written correspondence.
- Maintain professional, collaborative working relationships with external stakeholders and vendors.
- Prepare agendas, meeting notes, and presentations as needed.
- Support senior management with various administrative duties, including calendar management, coordination of meeting invites with internal and external stakeholders and other administrative support as required.
- Coordinate office improvement and maintenance needs, including renovations and changes to the office space.
- Coordinate office maintenance issues with the property management team.
- Manage and organize fire and earthquake drills for BCIB as per OHS guidelines and the property management team.
- Manage office access procedures including COVID protocols.
- Coordinate corporate staff travel needs and scheduling for out-of-office events.
- Responsible for answering all incoming calls to BCIB's main line.
- Responsible for coordinating and organizing all catering needs for the office.
- Responsible for managing office supplies inventories, including working with the site operations team to support project supply needs.
- Manage office and facilities vendor services.

- Responsible for receiving, sorting, distributing, and sending all incoming and outgoing mail and courier deliveries.
- Assist with formatting and editing documents, including policies, procedures, board packages and presentations.

**Desired Skills & Qualifications**

- A self-motivated professional with a high level of initiative, a sense of urgency, and a strong sense of leadership.
- Ability to establish and maintain effective, professional, collaborative working relationships with staff at all levels of the organization.
- Excellent organizational skills, with the ability to prioritize important projects
- Proficiency with data entry and high attention to detail
- Strong phone, email and in person communication skills
- Excellent with Microsoft Excel, PowerPoint, Word, and Outlook.
- Excellent planning and organizational skills; proven ability to work in a fast-paced work environment.
- Strong document control knowledge and experience
- Proven ability to handle highly confidential information with discretion and tact.

**Education and Experience**

- High school diploma or equivalent - Relevant degree or diploma preferred.
- 2-3 years' experience in an administrative role supporting a small to mid-size organization with skills in HR and Administration.
- Proven HR administration experience.
- Experience with document management systems
- Experience with format and document proofreading
- General ability to manage and operate office technologies such as photocopiers, printers, video conferencing etc.
- Experience in government and or crown corporations is an asset
- Experience working with Salesforce is an asset

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](mailto:jobs@bcib.ca)