

Job Title: Workforce Operations – Interior Region Site Representative

Department: Workforce Operations

Reports to: Manager, Workforce Operations – Interior Region

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 locals, Indigenous peoples, women, people with disabilities and other underrepresented groups. Through training and BCIB's Respectful Onsite Initiative (ROI) we enable 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 – Interior Region, the Site Representative, Interior Region will be the on-site representative, working to support BCIB's skilled and diverse workforce on (CBA) Interior Projects. The Site Representative, Interior Region 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. Although this role will be primarily based out of the Kicking Horse Canyon Project site, the Site Representative will be required to travel to and from all sites along [the Hwy 1 corridor](#) to support the work on peak days and cover leaves.


Essential Duties & Responsibilities

- Support workforce acquisition using BCIB dispatch (priority hire) sequence.
- 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).
- Ensure all employee records are maintained and updated.
- Administer workforce onboarding, termination and employee changes through the JIRA and Salesforce systems in an accurate and timely manner, and monitor tickets and updates related to these items.
- Respond to worker enquiries and resolve issues in a timely and professional manner.
- Work closely with the Human Resource and Payroll teams to ensure employee information is accurate and processed in a timely manner.
- 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 ensure records are maintained as per FIPPA requirements.
- All other duties as required.

Desired Skills & Qualifications

- A self-motivated professional with a high level of initiative, a sense of urgency, and a strong sense of leadership.
- Patience and experience with complex administrative processes; ability to execute and organize process-related actions with attention to detail while maintaining data integrity.
- Proficiency with data entry and high attention to detail
- Excellent organizational skills, with the ability to prioritize important projects
- 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.
- 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 and ability to handle highly confidential information with discretion and tact .
- Experience promoting a respectful, safe, and inclusive job site culture.
- Ability to establish and maintain effective, professional, collaborative working relationships with staff at all levels of the organization.
- Willingness to travel in all conditions, provide after-hours site support and work irregular shifts.
- Proficiency with MS Word, PowerPoint, Excel, Teams.
- A clean driving record and ability to drive a mid to large size vehicle.



Education and Experience

- Post-secondary diploma in related field is an asset.
- Three years or more experience in workforce operations.
- Proven Human Resources administration experience is an asset1-2 years' experience in an administrative role supporting a small to mid-size organization with skills in HR and/or Administration.
- Experience in managing Occupational Health and Safety is an asset.
- Previous experience working in the construction industry.
- Experience with document management systems
- 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