

**Job Title:** Manager, Workforce Operations – Lower Mainland

**Department:** Site Operations

**Reports to:** Director, Site 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 Director, Site Operations, the Manager, Workforce Operations - Lower Mainland will represent BCIB as the employer of the skilled workforce on the [Lower Mainland BCIB Projects](#). The Manager, Workforce Operations will be the liaison between the contractors, unions and BCIB and will follow up on queries and issues as needed. The candidate will manage day off issues, including grievances and incidents on site and will communicate and escalate issues when appropriate. BCIB is looking for a candidate that has experience in the construction industry and has hands on experienced managing a unionized workforce. The candidate will also be responsible for managing Site Representatives from the lower mainland projects and will be required to build and foster relationships with a variety of internal and external stakeholders.

**Essential Duties & Responsibilities**

- Guide Site Representatives and Site Leads in decision- making and prioritization to ensure an informed, safe, positive, and efficient work experience for all project employees, partners, and stakeholders.
- Build strong relationships with and act as the liaison between BCIB on-site operations, BCIB corporate office, trades unions and contractors.
- Lead and support the site teams to help resolve issues, concerns, grievances, or questions which cannot be resolved at the site level.
- Develop and implement site specific procedures that align with BCIB’s policies and practices.
- Collaborate with the Site Representatives, Site Leads, and the Executive Team to share information, ideas, and best practices to support the workforce and onsite culture.
- Support and uphold the safety programs that meet BCIB, WorkSafe BC and the Contractor safety management standards.
- Coordinate and negotiate with external stakeholders such as unions, contractors on all forward-looking operations project.

- Participate in high level project management meetings with the Project Owner to ensure support and collaboration with BCIB.
- Liaise with the BCIB Site Offices, BCIB Workforce Development and Union Dispatch Offices to identify and dispatch workers.
- Participate in workforce forecasting meetings and communicate anticipated workforce demand pressures to Union Dispatch Offices and Internal Stakeholders.
- Support training for all new Site Representatives
- Communicate with new employees and answer queries prior to deployment as required.
- Track and report required data accurately, including compliance with the CBA Hiring Process, Priority Hiring and reporting on each dispatch request.
- Document issues and follow up as required.
- Participate in the grievance process as required, including documenting and meeting with employee and shop steward/s.
- Participate in investigations and discipline conversations with employees and liaison with HR as required.
- Travel to and from the lower mainland BCIB site.

#### **Desired Skills & Qualifications**

- Strong written communication and formal documentation skills.
- Strong oral communication skills and issue resolution experience.
- Ability to facilitate/mediate employee/employer issues.
- Ability to lead teams in multiple locations.
- Knowledge dealing with incident investigations, such as bullying and harassment.
- Knowledge dealing with case management issues.
- Proven ability to work collaboratively with others.
- Willingness to travel to project locations as/when required.
- Ability to be on call as/when required.
- 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.
- Four years or more experience in workforce operations or similar field.
- Experience managing union staff and environment.
- Experience managing a grievance process.
- Experience managing Occupational Health and Safety.
- Three+ years in a construction managerial role or similar field.

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)