



IDENTIFICATION

Department	Position Title	
Finance	Client Service Manager	
Position Number(s)	Community	Division/Region(s)
15-11527	Fort Simpson	Management & Recruitment Services Dehcho

PURPOSE OF THE POSITION

The Client Service Manager provides senior advice, planning and support services to Deputy Heads (boards), Superintendents and managers in the areas of strategic human resource management, human resource planning, performance management, employee recognition and employee development. This position also ensures the delivery of human resource transactional services in the Fort Simpson Area (Fort Simpson, Fort Providence Kakisa, Fort Liard, Sambaa K'e, Jean Marie River, Nahanni Butte and Wrigley), for the departments, boards and agencies to ensure the recruitment and retention of a qualified and capable public service as outlined in established GNWT Acts, regulations, guidelines, policies, procedures, service agreements and applicable Collective Agreements.

SCOPE

Located in Fort Simpson and reporting to the Superintendent, Southern Region, this position is responsible for the provision of human resources services in the areas of planning, recruitment, employee orientation, job description development, employee recognition and labour relations for the DehCho area. The incumbent supervises a team of 2 Human Resource Professionals.

The incumbent works closely with senior management to determine the long-term strategic implications and needs related to human resource management. In order to facilitate effective planning and analysis, the incumbent must be familiar with the human resource needs of their assigned departments and boards, both today and in the future. The incumbent must work with all regional departmental managers to understand their business processes and the

associated human resource requirements. Development and application of Human Resource Division Plans will be an essential component to the client service delivery.

One of the challenges of the position is to assist senior management with proper planning for and investment in human resources as a vital part of business practices and initiatives. The incumbent will play an important role in providing regional input into policy and standards development and in assisting local senior managers with the implementations and effective use of human resource programs that would enhance recruitment and retention of employees.

A major challenge for this position is to ensure consistency in the level of service and quality of advice provided to clients while at the same time offering creative and flexible alternatives to recruitment and retention challenges. The incumbent must also work closely with colleagues in all of the service centers to ensure a government-wide consistent approach.

The incumbent must provide services that meet the general service standards established across government as well as unique service standards established to meet unusual situations in a given department or board that require an alternative standard. These standards are captured in service agreements approved by Human Resources Division and each department/board.

As the senior local representative for the Human Resource Division, the incumbent is expected to work with the Executive Regional Directors in he/her role as Chair so the RMC to carry out planning, coordination and implementation of Corporate and interdepartmental initiatives in the Region.

RESPONSIBILITIES

- 1. Provides strategic human resource management advice and human resource planning support to deputy heads, superintendent and managers.**
 - Provides advice on the appropriate human resource strategies necessary to support the business goals and initiative of the department/board or agency
 - Provides information and analysis that contributes to the strategic management of human resources within the department/board or agency
 - Assists with the preparation of the elements of an overall human resource plan, which could include a recruitment/retention plan, staff development plan and succession plan in accordance with the GNWT strategic plan
 - Assists deputy heads, superintendents and managers in effectively developing and implementing initiatives that support the overall GNWT direction on affirmative action/employment equity
 - Works with management to ensure the organizational design supports effective program delivery

- 2. Manages the provision of recruitment services in the Fort Simpson area and assists with the development and implementation of departmental recruitment plans with**

departmental managers by facilitating the recruitment process (including positions at pay level 18 and above).

- Assists managers with determining recruitment options
- Designs and develops advertising copy in consultation with departmental managers
- Plans and develops recruitment and selection tools and activities
- Chairs and facilitates selection committee activity
- Checks references and make job offers as per selection committee decision
- Ensures entire recruitment and selection process is consistent with policy, legislation and best practices
- Facilitates the appeal process as required
- Provides advice and consultation to unsuccessful candidates
- Provides expert advice and training to members of the recruitment selection committee
- Prepares documents required for secondments and transfer assignments
- Coordinates departmental internships

3. Assists Regional Deputy Heads, Superintendents and managers in promoting healthy labour/management relations by assisting with labour relations issues, which may lead to arbitration or termination. Acts as a front line contact for departmental manager in communicating with Labour Relations Specialists.

- Provides expert advice and consultation
- Ensures the preparation of documentation for managers' use in dealing with labour relations matter to 3rd level
- Provides expert advice and counsel with respect to grievances, performance, employee discipline and other labour relations matters
- Works with Regional Deputy Heads, superintendents and managers to investigate grievances, disciplinary issues, workplace conflicts and complaints
- Negotiates settlements of disputes with bargaining unit representatives
- Provides advice and assistance for the preparation of documentation for Deputy Heads, Superintendents and manager of the use in dealing with labour relation matters
- Provides advice and assistance with respect to duty to accommodate matters

4. Administers the GNWT Staff Retention Policy by coordinating the retention, retraining and development of existing staff as required to provide job security, career development and maintain a skilled, stable and competent Public Service.

- Assists with the notification of affected employees, including preparation of documentation and coordination of individual meetings with staff
- Assists with layoff notification of affected employees and information on options
- Administers layoff and termination agreements
- Preparing staff retention plans for affected employees
- Consults with terminating employee on options

5. **Assists Departmental managers in the review of existing and the development of new job descriptions for all positions (including pay level 18 and above and Senior Management positions) for submission to the Job Evaluation Unit.**
 - Assists departmental managers with writing job descriptions
 - Provides administrative support in tracking requests for the position evaluations
6. **Ensures the effective delivery of transactional services of programs such as the Student Employment Program and the Northern Graduate Employment Program.**
 - Assists with the documentation required for various GNWT-wide employee development programs
 - Jointly develops reports on affirmative action planning activities
 - Recommends staffing alternatives
 - Manages electronic training database
7. **Provides advice and support services for effective performance planning review.**
 - Provides advice and support on the development and implementation of performance planning and review practices that ensure regular feedback between employees and their supervisors and ensures a formal documentation of ongoing feedback occurs once each year
 - Assists Deputy Heads and superintendents and managers in implementing effective performance planning practices with all employees
 - Provides training and tools for managers and employees to ensure effective use of performance planning and ensures a planning development process is in place that benefits both the Employer and Employee
 - Ensures ongoing compilation of performance review results to help guide departmental planning on employee development and retention
 - Provides advice on options for managing and encouraging positive performance

WORKING CONDITIONS

Working Conditions identify the **unusual and unavoidable**, externally imposed conditions under which the work must be performed and which create hardship for the incumbent

Physical Demands

No unusual physical demands

Environmental Conditions

No unusual environmental conditions

Sensory Demands

No unusual sensory demands

Mental Demands

Unpleasant direct personal contacts or concern about unpleasant situations are possible during regrets on recruitment activity, labour relations support situations or during exit interview. This occurs 10 times per month, ranging from 10 minutes to 2-3 hours

KNOWLEDGE, SKILLS AND ABILITIES

- Proven client service orientation
- Proven ability to communicate, both orally and in writing, with senior managers, technical staff and other employees
- Proven human relations skills consistent with the need to supervise a number of employees and to provide effective human resource management of those employees
- Proven organizational and time management skills
- Proven knowledge of Acts, Regulations and procedures applicable to human resource management
- Proven analytical and research skills
- Proven knowledge and understanding of human resource services within a unionized public service context
- Proven negotiation skills to resolve conflicts in a manner which best serves both the GNWT and the employee
- Proven understanding of the GNWT's organization, environment, culture and business strategies with the ability to understand, recognize and/or anticipate concerns or problems that will ultimately affect the GNWT's ability to attract, retain and motivate employees

Typically, the above qualifications would be attained by:

This is normally obtained through the completion of a relevant Bachelor degree coupled with four (4) years progressive experience working in human resources including two (2) years supervisory experience

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Aboriginal language: To choose a language, click here.

- Required
- Preferred