

# CAREER OPPORTUNITY

## Human Resources Technician

Salary: \$46,182-\$52,157

### Royal British Columbia Museum

The **Royal BC Museum** sits on the Traditional Territory of the Lekwungen (Songhees) and Xwsepsum (Esquimalt) Peoples. The museum and archives explore the province's human history and natural history, advances new knowledge and understanding of BC, and provides a dynamic forum for discussion and a place for reflection. The Royal BC Museum celebrates culture and history, telling the stories of BC in ways that enlighten, stimulate and inspire. The museum is a hub of community connections in BC.

The Royal BC Museum is one of Canada's great cultural treasures. Our collections, research and presentations enable us to tell the stories of BC in ways that enlighten, stimulate and inspire. By exploring our human history and natural history, the Royal BC Museum advances new knowledge and understanding of BC, and provides for a dynamic forum for discussion and a place for reflection.

The Human Resources and Volunteer Services department provides services and support to staff and volunteers. Over 500 volunteers donate their expertise to the Corporation every year, 140 dedicated (permanent and temporary) staff – all who receive services from the Human Resources and Volunteer Services team. The 140+ dedicated (permanent and temporary) staff provide collections (archival, natural and human history) preservation, conservation and management, exhibit design, construction, administration and maintenance - 7 days per week, 363 days per year. Services provided by this department focus on the management of all HR strategic, advisory and transactional services for the Royal BC Museum, and volunteer service and program management.

The HR Technician is responsible for providing services covering multi-disciplinary areas such as recruitment and selection; attendance management; workforce restructuring; organization and establishment control; maintenance of human resource records for the Organization; interpretation of specific contract benefits and leaves; all administrative functions in support of the office. Responsible for information management through the BC Public Service Agency and the Peoplesoft database including personnel management, position management, recruitment and training modules.

Reporting to the Head of HR & Volunteer Services, the HR Technician provides support and assists Vice Presidents and Chief Operating Officer, Heads, Supervisors and staff in actioning HR strategies through the provision of HR advice and services. The Head and Technician Work as a team, providing HR leadership and expertise, creating effective frameworks for recruitment, appointment, exits, training and performance management of a diverse workforce.

Two years clerical/administrative experience, education and/or training or an equivalent combination of education and experience. Experience in a human resources or payroll environment is preferred.

Experience processing transactions and manipulating data (in a complex human resource or payroll environment is preferred).

Experience using and navigating within a web-based application environment, and familiarity with standard office applications (word-processing, spreadsheets, databases: MS Office is the standard for this office).

We are committed to creating a diverse workplace where everyone is celebrated.

As an inclusive and accessible employer please advise Human Resources if any accommodations are required to assist you to ensure equitable participation in this hiring process.

The **Royal BC Museum** sits on the Traditional Territory of the Lekwungen (Songhees) and Xwsepsum (Esquimalt) Peoples. The museum and archives explore the province's human history and natural history, advances new knowledge and understanding of BC, and provides a dynamic forum for discussion and a place for reflection. The Royal BC Museum celebrates culture and history, telling the stories of BC in ways that enlighten, stimulate and inspire. The museum is a hub of community connections in BC.

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This position requires Criminal Records Checks under the BC Public Service Screening Policy and the Criminal Records Review Act and all applicants must be legally entitled to work in Canada (have Canadian citizenship or permanent resident status).

Please refer to the full job description and selection criteria to ensure your application addresses the areas we will be looking at when assessing suitability for this opportunity.

Preference may be given to those applicants who self-identity as Indigenous.

**Please submit your application in pdf format by December 16, 2021 11:59 pm (PST) quoting competition RB2021:41 via email to: [humanresources@royalbcmuseum.bc.ca](mailto:humanresources@royalbcmuseum.bc.ca)**

POSITION TITLE:	Human Resources Technician	POSITION NUMBER(S):	81837
DIVISION: (e.g., Division, Region, Department)	Chief Executive Office		
DEPARTMENT: (e.g., Branch, Area, District)	Human Resources and Volunteer Services	UNIT:	
SUPERVISOR'S TITLE:	Head of Human Resources and Volunteer Services	POSITION NUMBER	47191
SUPERVISOR'S CLASSIFICATION:	Band 4	PHONE NUMBER:	(250) 886-0945
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:	Clerk 11	CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

### ORGANIZATION OVERVIEW

The Royal BC Museum is one of Canada's great cultural treasures. Our collections, research and presentations enable us to tell the stories of BC in ways that enlighten, stimulate and inspire. By exploring our human history and natural history, the Royal BC Museum advances new knowledge and understanding of BC, and provides for a dynamic forum for discussion and a place for reflection.

We have over 7 million objects and specimens and millions of significant government documents and records; substantial photographic, audio and video collections; artworks; and an extensive library of publications. Through research and learning, we strive to broaden understanding about our province and inspire curiosity and wonder. We are passionate about sharing British Columbia's story with the millions of visitors who walk through our doors and explore our website each year.

### DEPARTMENT OVERVIEW

The Human Resource (HR) Services unit provides the leadership, expertise and framework of human resources strategies, services and activities to ensure effective and efficient human resources services for the staff of the Royal BC Museum. This includes the planning and organizing of resources, recruitment, selection, employee relations, position description and compensation, training and development, benefits management and administration, occupational health and safety, human resources information, strategic planning, development of RBCM succession management strategy, human resource plan, annual business plan, branch and individual performance planning.

The HR program is the focal point for the planning and implementation of ongoing strategies for Royal BC Museum's organizational transition, employee wellness and the workplace culture in a heritage, research, academic, cultural and visitor service environment.

## **PURPOSE OF THE POSITION**

The HR Technician is responsible for providing generalist technician services covering multi-disciplinary areas such as recruitment and selection; attendance management; workforce restructuring; organization and establishment control; maintenance of human resource records for the Organization; interpretation of specific contract benefits and leaves; all administrative functions in support of the office. Responsible for information management through the BC Public Service Agency and the Peoplesoft database including personnel management, position management, recruitment and training modules.

Reporting to the Head of HR & Volunteer Services, the HR Technician provides support and assists Vice Presidents, Heads, Supervisors and staff in actioning HR strategies through the provision of HR advice and services. The Head and Technician work as a team, providing HR leadership and expertise, creating effective frameworks for recruitment, appointment, exits, training and performance management of a diverse workforce.

Under the direction of the Head of HR the position carries out a variety of challenging assignments. It is expected that the incumbent will apply knowledge of HR principles to varied project assignments.

## **INSTITUTIONAL RESPONSIBILITIES**

- Support the Museum's mission, vision, values and core commitment to being user-centred, supporting indigenous voices, and embedding institutional relevancy for the future.
- Contribute to and support the Museum's strategic plan, annual priorities and institutional initiatives such as diversity advancement.
- Contribute to a positive organizational culture based on mutual respect, a spirit of collegiality, cooperation and openness to many perspectives.
- Participate in a culture of ongoing learning, collaboration, innovation, creativity and community engagement.

## **SPECIFIC ACCOUNTABILITIES / DELIVERABLES**

- Applies the provisions of the Public Service Act, Terms & Conditions of Employment and BCGEU Main Agreement and Component Agreements and under the guidance of the Head, drafts and revises Royal BC Museum specific HR policies, procedures or guidelines.
- Researches past and best practices and provides assistance with the drafting of policies related to the hiring, retention, development and recognition of staff. Updates Royal BC Museum specific forms and resources that support HR processes including Action Forms, template letters, agreements and orientation reference links.
- Guided by the Head, provides advice regarding standards for job and role descriptions, collects information regarding job duties and requirements, works with the Head to identify successful processes and applies continuous improvement techniques to create on going efficiencies and improvements within the branch.
- Interprets HR policy and supports the delivery of the HR initiatives related to; temporary and regular staff hiring appointments, orientation, safety and wellness, performance management, training and development, leadership development, succession planning, HR library and recognition/rewards programs.
- Actions specific HR strategies or tasks at the request of the Head of HR and the Executive.
- Provides support in the preparation of staff selection, performance and development systems and ensures that criteria meet the current standards of government and of Royal BC Museum.
- Supports the interview, selection and staffing process, maintaining and creating an inventory of effective staffing tools and participates in panels at the administrative and clerical level as requested.
- Supports program areas by maintaining centralized files.
- Addresses staff questions related to HR and prepares emails, communication documents and delivers

presentations to increase the transparency of HR processes and decisions.

Provides confidential human resources technical services.

- Creates, maintains and monitors employee files, ensuring all new hire or transfer documentation is complete and all required documentation received.
- Create, manage and close competition and other HR files as required.
- Initiates HR data entry services through MyHR and works with the payroll service provider to ensure accuracy of confidential HR information.
- Monitors employee hire dates, substitutions and secondments and breaks in service and advises Head of HR of any action required.
- Determines and actions eligibility for pension and benefits for Royal BC Museum staff.
- Monitors and supports employees and Heads in the completion of pre-retirement, retirement, benefits claims, illness and injury LTD forms and return to work programs and other employment related documentation.
- Monitors employment data and trends and proactively identifies when corrective or intervention action is required.

Supports the development of an engaged employee culture at the Royal BC Museum by:

- Provides support to heads and staff as they develop learning goals.
- Provides administrative support in the development and delivery of training materials, manuals and other material used in HR workshops, training events and All-Staff Meetings.
- Assists in arranging Royal BC Museum sponsored workshops (i.e. BC Archives – Archivist Workshop; End-User Training for Admissions Staff; Field Safe Emergency Training).
- Tracks training and development activities and produces reports for Head of HR and Quarterly Reports

Performs other related duties including:

- Revises, updates and assembles manuals and/or information packages, staffing packages, benefits packages, preparing and issuing monthly statistical reports.
- Responds to requests for verification of employment status or confirmation of work term experience for temporary and regular employees.
- Acts as the subject matter expert (SME) related to human resource files and ARCS/ORCS systems.
- Represents the program area in corporate administrative initiatives such as electronic filing, file review or warehouse requirements as required.

## FINANCIAL RESPONSIBILITY

Some financial responsibility to process invoices, including coding and checking for accuracy and completeness. (in relation to Head of HR operating budget)

Lead project teams	<input type="checkbox"/>	Assigns, monitors and examines the work of staff	<input type="checkbox"/>
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## TOOLS / EQUIPMENT

PeopleSoft (CHIPS), Microsoft office applications - Excel, PowerPoint, word and data management programs, VISIO (org chart software), Kronos (Time-on-Line), and general office equipment

**VALUES** – Every employee is expected to demonstrate the following values during the course of their work

Accountability, Community, Creativity, Diversity, Partnership, Service

## WORKING CONDITIONS

This work is characterized by constant interruptions, changes of pace throughout the day and often tight and prescribed deadlines. As primary point of contact for individuals involved in competitions and employees involved in training initiatives this position troubleshoots and resolves problems and conflicts, and uses influence to affect outcomes. Nature of work requires considerable sensitivity, discretion and confidentiality. As a seven day per week, 363 days per year operation, with hours of operation from 7:00am – 10:00pm, the incumbent must be familiar with 24/7 operation schedules and the applicable BCGEU Main Agreement, Component Agreements and Time and Pay issues to be able to respond to employee and supervisor queries and provide direction relating to these issues to the payroll service provider. The Royal BC Museum has a core staff of 140 employees, supplemented by up to 30 auxiliaries (during blockbuster exhibits) and 600 volunteers.

The Royal BC Museum is open every day of the year, except Christmas Day and New Year's Day. As a result, work schedules vary for every department. The majority of union employees are on a 'flexible schedule' where employees schedule their work based on operational requirements for a total of 70 hours each bi-weekly period and at no more than 10 hours per day.

NAME: Vacant	DATE:	I have read and understand this job description
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## EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective: November 25, 2021.
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME: Wanda Boden	SIGNATURE:	DATE: November 25, 2021
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## SELECTION CRITERIA/COMPETENCIES

Two years clerical/administrative experience, education and/or training or an equivalent combination of education and experience. Experience in a human resources or payroll environment is preferred.

Experience processing transactions and manipulating data (in a complex human resource or payroll environment is preferred).

Experience using and navigating within a web-based application environment, and familiarity with standard office applications (word-processing, spreadsheets, databases: MS Office is the standard for this office).

Knowledge and experience with HR systems and processes.

Knowledge of and experience working with HR concepts, theories and best practices in the areas of recruitment, selection, performance management, competencies and employment benefits and pension entitlements.

Successful experience dealing with sensitive and confidential issues.

Demonstrated ability to communicate effectively, both orally and in writing and at an appropriate level with tact and diplomacy.

Demonstrated ability to establish and maintain effective working relationships with a variety of individuals, at all levels of authority, to provide service that meets the organizations objectives.

Demonstrated ability to organize one's own diverse and fluctuating workload effectively and independently while keeping supervisor informed of significant issues taking into consideration changing priorities and available resources.

Demonstrated ability to research, reference, interpret

Willingness to keep self-informed on current trends and issues in the field of HR.

Familiarity and experience with continuous improvement processes and consulting models is preferred.

## **COMPETENCIES**

Teamwork and Cooperation

Organizational Awareness

Service Orientation

Results Orientation

Self-discovery and awareness

Cultural agility