

## JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
<b>Job Title:</b>	<b>Human Resource Officer – South</b>	<b>Direct Reports:</b>	Nil
<b>Reports to:</b>	Manager – Human Resource Services (MHRS)	<b>Internal Contacts:</b>	All Employees
<b>Department:</b>	Human Resources	<b>External Contacts:</b>	HR Associates, Bargaining Units, Labour Department, Stakeholders
<b>Classification</b>	<b>Grade 9</b>	<b>Revised</b>	July 16, 2024

### JOB SUMMARY:

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The Human Resource Officer - HR Services, will oversee and manage the day-to-day HR operations and services in the South and will play a crucial role in supporting the Authority by providing comprehensive HR services, employee relations, compliance, and service excellence that will contribute to a positive work environment and the overall success of the Authority.

### DUTIES AND RESPONSIBILITIES

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#### 1. HR Operations Management:

- Coordinates various HR functions, including onboarding, employee relations, performance management, and offboarding.
- Ensures compliance with HR policies, procedures, and regulatory requirements.
- Maintains accurate and up-to-date employee records and HR databases.
- Collects and collates all HR documentation for onward transmission to Headquarters.

#### 2. Employee Relations:

- Serves as a point of contact for employee inquiries, concerns, and HR-related issues.
- Facilitates resolution of employee relations issues, including grievances and conflicts.
- Promotes a positive work environment and foster employee engagement through effective communication and support.
- Assists with the logistics for social activities organized by the Department geared at promoting employee engagement.

**3. Recruitment, Onboarding and Offboarding:**

- Coordinates and facilitates new hire onboarding activities, ensuring a smooth transition for new employees.
- Assists the Supervisor on offboarding activities by collaborating with employees and conducting exit interviews.

**4. Performance Management Support:**

- Assists in the submission of performance assessments and performance management plans including goal setting, performance reviews, and development plans to ensure compliance with the Policy.
- Provides guidance to managers and employees on performance management best practices and HR policies.

**5. HR Policy Development and Compliance:**

- Assists in the development, implementation, and communication of HR policies and procedures.
- Ensures compliance with employment laws, regulations, and company policies.

**6. Employee Benefits Administration:**

- Supports benefits administration activities, including presentations, inquiries and other HR related matters.
- Collaborates with the Human Resource Officer – Benefits Administration to assist employees with benefits-related issues.

**7. HR Reporting and Analytics:**

- Compiles and analyze HR metrics and data for reporting and decision-making purposes.
- Prepares regular HR reports and presentations for management.

**8. General:**

- Collaborates with the Supervisor to assist with logistics for general staff meetings and other gatherings and programmes planned by the Department.
- Performs any other related duties as assigned by the Supervisor from time to time.

**9. Qualifications:**

- Bachelor's degree in Human Resource Management plus one (1) year relevant working experience.

**10. Knowledge, Skills & Abilities:**

- Demonstrates a high level of confidentiality, competency and professionalism at all times
- Proven experience in HR roles with a focus on HR operations and services.
- Knowledge of HR practices, employment laws, and regulatory requirements.
- Strong organizational and time management skills, with the ability to prioritize and manage multiple tasks simultaneously and effectively.
- Excellent communication and interpersonal skills, with the ability to interact professionally with employees at all levels.
- Proficient in technological innovative tools.

**SIGNATURE**

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I confirm that the requirements of this job description were discussed with me and I understand what is expected of me.

Employee's Name : \_\_\_\_\_

Employee's Signature : \_\_\_\_\_

Date : \_\_\_\_\_

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