

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSPORTATION, OPERATIONS & MAINTENANCE DIVISION – BUSINESS SERVICES – LOCATION – 100 KING ST. W.)

BUSINESS SERVICES LIAISON - TOM

SUMMARY OF DUTIES

Reporting to the Senior Project Manager, Business Services, the Business Services Liaison – Transportation, Operations & Maintenance (TOM), will maintain oversight and responsibility for onboarding and offboarding of staff as well as large-scale recruitment events for the Transportation, Operations & Maintenance Division. The Business Services Liaison – TOM, will ensure the delivery of expert advice, guidance and support to management and staff with respect to recruitment and onboarding. The position will act as a liaison between finance, human resources, management and staff.

GENERAL DUTIES

In collaboration with management and people leaders, responsible for coordinating onboarding activities, offboarding activities, and recruitment activities/events.

Recruitment

Acts as a resource to management when hiring and recruiting new staff. Will be required to assist with interviews, screening resumes and calling references.

Liaises with management during the hiring process to ensure positions are filled on time, and corporate, divisional and administrative requirements are completed.

Identifies, advises and builds capacity of internal management staff to assist the recruitment process.

Coordinates the planning and delivery of large-scale recruitment events (winter operations and co-op student hiring).

Onboarding

Acts as a liaison between the division and Finance, Human Resources, Corporate Services and the Information Technology Departments to support information gathering for new staff and management.

Collects, records and maintains information that supports the onboarding, offboarding and recruitment processes.

Creates and maintains onboarding resources including welcome packages, work instructions, and training sessions to familiarize staff with corporate, divisional, and positional resources and procedures.

Provides introductory knowledge building and orientation sessions so newly hired staff are familiar with organizational norms and processes. Coordinate access to manuals, passwords and guidelines.

Facilitates onboarding sessions virtually and in person and develops tailored content.

Informs employees about their first tasks such as account activation, hardware and software activation process ensure they have technical assistance to properly set up their hardware and software.

Acts as the key contact and assists management and new staff throughout the onboarding to ensure all onboarding steps listed on checklists have been completed. Ensures onboarding tasks and checklists are completed on time, and corporate, divisional and administrative requirements are completed.

Knowledgeable on applicable corporate policies and procedures and Collective Agreements as they apply to the department.

Ongoing Reporting, Monitoring and Process Improvement

In collaboration with the Quality Management Team, monitors and evaluates the success of recruitment and onboarding programs and processes. Provides oversight to ensure hiring managers meet milestones and reports key performance indicators to management.

In collaboration with the Quality Management Team, identifies and actions opportunities for ongoing improvements including change management to support new revised processes.

Maintain collaborative relationships with internal and external stakeholders to support training delivery.

Ensures that adequate information is provided to appropriate stakeholders to ensure a smooth hiring, onboarding or offboarding process. Reconciles data collected to ensure all requirements are met.

Offboarding

Collects, records and maintains information that supports offboarding.

Acts as the key contact and assists management to ensure all offboarding steps have been completed. Ensures offboarding tasks are completed on time, and corporate, divisional and administrative requirements are completed.

Assist with any steps that will ease the transition between staff exiting and starting a new role

Other

Travel within the City of Hamilton is required. The incumbent must supply own transportation.

Perform other duties as assigned which are directly related to the major responsibilities of the position.

QUALIFICATIONS:

1. Demonstrated knowledge and experience in staff training/training administration and onboarding normally acquired through a University Degree or College Diploma in Human Resources Management, Business Administration or equivalent combination of education and relevant experience.
2. Demonstrated ability to work independently or engage as a team player with stakeholders across the division and the City of Hamilton.
3. Excellent interpersonal skills with ability to represent the division, striving to have a positive impact in staff lives by providing high quality, customer-centered service.
4. Excellent verbal and written communication skills along with strong organization, presentation and analytical skills.
5. Previous experience in technology-based learning solution platforms is preferred.
6. Demonstrated ability to go the extra mile, listening to Supervisors and staff and creatively meeting needs and always being respectful to staff members.
7. Ability to work as part of a strategic team recognized widely for caring, excellence, integrity, inclusiveness and flexibility.
8. Excellent working knowledge of Microsoft Office (Word, Excel, Outlook, PowerPoint).

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
