

1. Position No. 80283	2. Descriptive Working Title Recruitment Coordinator		3. Present Classification Excluded Support
4. Branch Human Resources	5. Department Recruitment	6. Proposed Classification	Date Revised June 2020, Dec 2020
7. Position No. of Supervisor 80227	8. Descriptive Work Title of Supervisor Manager Recruitment		9. Classification of Supervisor Excluded Management

## SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for delivering a range of housing programs for British Columbians. BC Housing works in partnership with the private, non-profit and co-operative sectors, Indigenous communities, provincial health authorities and ministries, other levels of government and community groups to develop a range of housing options. New housing is created across the housing continuum, from supportive housing for the homeless to affordable rental and owner-purchased housing for middle income British Columbians. BC Housing also has responsibilities related to licensing of residential builders, home warranty insurance, and research and education to improve the quality of residential construction and consumer protection. BC Housing's annual budget in 2020/21 is \$1.6 billion, with approximately 117,616 households benefitting from affordable housing programs in over 300 communities across the province.

In delivering on our strategic direction and mandate, BC Housing is also committed to working in partnership with Indigenous peoples to embrace and implement the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission of Canada (TRC): Calls to Action. BC Housing is also committed to taking action towards the goals of equity, diversity, inclusion and belonging in the work we do, involving employees, our partners and the people we serve through our programs and services. BC Housing's commitment to sustainability is reflected in our livegreen Housing Sustainability plan.

Human Resources leads the development and implementation of human resources and employee relations strategies, plans and programs to attract, engage, motivate and retain employees in support of the Commission's goals and objectives. The Branch provides leadership to the CEO and Executive regarding the incorporation of HR strategies into business planning and operations and provides advice in the management and resolution of human resources issues. The Branch is responsible for strategic HR planning, organizational development, employee engagement, performance management and coaching, and the full range of human resources services including policy development and implementation, recruitment, employee relations, organizational design and compensation, occupational health and safety, and wellness, reward and recognition programs. The Branch negotiates collective agreements with the unions, manages union/management relationships and issues, and represents the Commission in arbitration, grievance and appeal hearings. The Branch is also responsible for payroll and leave administration and HRIS management, operations and reporting.

## POSITION SUMMARY

Reporting to the Manager, Recruitment, the Recruitment Coordinator performs a variety of recruiting and administration activities including recruiting entry level positions, co-op students, and Temp Agency hires. He/she/they works closely with hiring managers to determine selection processes; tracks activities for all recruitment, analyses data and submits reports; coordinates internal posting and external advertising processes including posting positions, sets up competition files and schedules interviews for panel members. The Recruitment Coordinator administers and maintains the recruitment and

applicant tracking system (PeopleSoft eRecruit); trains staff and hiring panel members in the use of eRecruit; participates in testing and implementing new versions or updates.

## MAJOR RESPONSIBILITIES

1. Working closely with recruiters and hiring managers, provides recruitment and selection support for a variety of positions across the Commission, ensuring that all recruitment procedures and policies are followed in an equitable, pro-active and positive manner. Ensures job requisitions are completed and approved prior to commencement of recruitment activities. Partners with other members of the Recruitment team and with Hiring Managers to drive the recruitment process by providing exceptional customer service in a fast paced, people-oriented environment.
2. Coordinates the processing of staff requisition forms with approved job descriptions, provides information to recruitment team members for internal and external job posting procedures. Coordinates with Compensation to ensure the current approved job descriptions are utilized. Ensures latest version job descriptions are maintained in the appropriate online folders.
3. Generates internal job postings in accordance with requirements outlined in collective agreements and other resources, coordinates external advertising utilizing print and online resources as per established guidelines and procedures. Ensures advertising media are specific to the opportunity being posted by liaising with the hiring manager and external advertising agency. Ascertains suggested media from the agency when required.
4. Coordinates and sets up interviews and testing appointments as per panel availability. Sends email meeting requests, reserves testing rooms, sets up testing equipment, monitors applicant testing, and compiles results produced for interview panel. Acts as the point of contact for the candidate for interview and testing arrangements. Assembles interview packages, including candidate cover letter and resume, application form, job description, and interview questions for panel.
5. Recruits for entry-level positions, co-op students and Temp Agency hires, working directly with hiring managers. Coordinates recruitment competitions, conducts interviews and acts as recruiter from posting through to offer. Ensures the process is consistent, relevant and fair. Coordinates the Co-op Student Program by advertising and promoting the program, working with business areas to confirm job descriptions, liaising with educational institutions, preparing interview packages, interviewing candidates the hiring managers and making selection decisions.
6. Sources and attracts well-qualified candidates by using a variety of creative sourcing tools including print, internet, eRecruit, social media and other tools. Through a variety of network opportunities, sources potential candidates for current and future opportunities. Liaises with external staffing agencies to secure short-term temporary agency staff as operationally required.
7. Develops screening questions and other analytical tools for use within eRecruit. In conjunction with the Hiring Manager, coordinates the assessment and interview process using competency-based skills testing, behavioural interview questions, and other appropriate assessment tools. Develops interview matrix to assist in the selection process. Completes reference checks with appropriate referees. Provides feedback to applicants and candidates. Provides constructive feedback to unsuccessful interviewees and drafts responses to specific selection disputes initiated by employees.
8. Maintains close contact with hiring manager throughout entire recruitment process, guides the competitive process and ensures selection decision and hiring terms are compliant with terms of collective agreements and terms and conditions for excluded staff.
9. Recommends salary and other compensation related issues to Manager Recruitment, upon approval negotiates and provides job offer and engagement information to successful candidates. Enters appropriate employee data into eRecruit system; extends short term and temporary appointments.
10. Promotes the many benefits of working with BC Housing throughout the recruitment process including employee programs, training, high-level employee engagement, opportunities to make a difference, both personal and professional development opportunities. Fosters positive and professional relationship with applicants and candidates throughout the recruitment process.

11. Acts as the administrator for the eRecruit module and eSkill tool, responds to all queries from internal and external applicants experiencing technical difficulties with recruitment-related systems. Provides one-to-one training to members of the interview panel on the use of eRecruit. Trains Hiring Managers in the use of the eRecruit system. Assists with database maintenance, updates to eRecruit and eSkill software, and user acceptance testing of new reports.
12. Performs records management functions following established guidelines while maintaining filing systems, ensuring confidentiality and security of highly sensitive information. Opens, sorts, and screens incoming mail, faxes, and other delivered items. Updates the system with Criminal Record Search results, produces reports, notifies employees of upcoming required renewals.
13. Provides regular reports by utilizing applicant tracking system, eRecruit, to manage recruiting activities, documentation, correspondence, and reporting. Monitors length of service, feedback, and other information for tracking and reporting purposes.
14. Administers the Referral program, collects and reviews forms, tracks eligibility, and ensures distribution of rewards.
15. Participates in job fairs by organizing resources and confirming location, equipment and other requested items. Updates job fair materials and ensures that supplies inventory is maintained. Participates at Job Fairs as a member of the Recruitment Team as required.
16. Maintains, tracks and processes a variety of expenditures related to the advertising budget, all short-term and regular full-time staffing from requisition to acceptance, extension of short-term assignments, job fairs, temp agency, on-call, seasonal, and co-operative practicum placements. Provides confidential administrative support functions for the Manager Recruitment, prepares various invoices for approval, enters credit card expenditures and reconciles expenses for the Recruitment Team.
17. Performs other related duties that do not affect the nature of the job, including conducting special projects, making presentations and participating in task force, project teams and committee work.

## **ORGANIZATION**

The Recruitment Coordinator reports to the Manager, Recruitment.

No positions report to the Recruitment Coordinator.

## **QUALIFICATIONS**

### **Education, Experience and Occupational Certification**

Certification in Human Resources Management or other relevant discipline.

Sound experience in recruitment and office administration in a public sector organization. Sound experience working with complex, time sensitive, Human Resource Information systems.

Or an equivalent combination of education, training and experience acceptable to the Employer

### **Knowledge, Skills and Abilities**

#### **Core Competencies**

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
- Sound knowledge and understanding of the principles, practices, and standards of recruitment and selection

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- Sound knowledge of employment related legislation
  - Proficient in the use of MS Office, with emphasis in Word and Excel
  - Excellent customer service skills
  - Strong interpersonal and teamwork skills
  - Strong attention to detail, analytical and problem-solving skills
  - Strong written and oral communications skills
  - Ability to learn and understand the Commission and government human resource policies, collective agreement provisions, terms and conditions of employment, and government regulations pertaining to recruitment
  - Ability to troubleshoot recruitment and applicant tracking system (i.e. eRecruit) and other related software programs
  - Ability to organize and prioritize in a fast-paced team environment
  - Ability to prepare materials, reports and correspondence and provide summaries and recommendations
  - Ability to interpret, explain and apply procedures and policies
  - Ability to exercise judgment, diplomacy and tact in dealing with varied day-to-day issues and matters of a confidential nature
  - Ability to conduct interviews for a variety of entry level positions
  - Ability to foster strong working relationships, liaise effectively with senior managers and facilitate the completion of various activities
  - Ability to manage multiple issues and projects, coordinate work with others, keep management apprised of issues and adapt to changing priorities
  - Ability to travel within BC periodically, as required.