



Engagement Associate (aka Human Resource Manager)

At Engaged HR, the **Engagement Associate** is the backbone of the client relationship, providing ongoing tailored support to an ever-evolving variety of clients and industries (non-profit, private, small/mid-sized businesses). As a generalist, you provide top-notch consulting services, build solid relationships, and contribute to an extensive range of projects. In addition to providing day to day support, you also have a strategic focus, and play a lead role in complex client projects such as workforce planning and talent management, compensation surveys and organizational design, HR and culture audits, and dealing with difficult employee relations issues.

In this role, you will:

- Provide both on and off-site HR advisory and consulting services to Engaged HR clients, typically fulfilling the role of a HR Manager within a client's workplace.
- Manage a variety of projects from sales handover through completion and debrief, including designing project plans and timelines, identifying critical elements to stay on track, and appropriately managing client expectations throughout the project.
- Deliver on various HR projects (developing handbooks, writing job descriptions, analyzing compensation) using a strategic lens and ensuring that clients are receiving value from the services offered.
- Advise clients on both minimum legislated requirements and best practices in employee relations.
- Maintain and develop long-term client relationships, fulfilling the role of project manager on various client projects, and providing services that bring tangible results.
- Enhance your capabilities through researching topics, developing resources for clients, and collaborating on projects when possible.
- Bring thought leadership on current HR topics, issues, and trends.
- Write reports, proposals and documents associated with client projects.
- Contribute to the development of Engaged HR processes, systems and templates.

Project examples include:

- Working a non-profit Board of Directors through a strategic workforce planning session.
- Discussions or coaching conversations with managers regarding employee relations or crisis situations.
- Guiding and coaching business leaders through difficult decisions and restructuring processes.
- Supporting managers with foundational HR tasks while designing and developing performance management systems and frameworks.



- Creating HR tools and resources for specific clients or for Engaged HR generally.

You bring the following, with passion and enthusiasm:

- Post-secondary degree, preferably from an HR or business program.
- CPHR designation or are working towards obtaining.
- 5+ years HR generalist experience or HR management experience.
- A background that includes experience in union and/or non-union settings, compensation and benefits strategy, supporting and guiding managers in their HR decisions.
- Experience with a variety of technologies including SharePoint, HRIS systems, CRM systems and extensive experience with Microsoft Office.
- Energy, discipline, and a drive for success with a desire to learn.
- A desire to take responsibility for your part in the work and always look for ways to help others.
- The qualities of being exceptionally organized, detail-oriented, self-motivated, and client-focused.
- You are highly adaptive and have a high tolerance for ambiguity. You consistently look for ways to get more done in less time.
- You can juggle many tasks and still stay on top of everything; in fact, you are always one step ahead.
- You are a critical thinker with strong written and verbal communications skills.
- You like to laugh, have fun and to work in partnership with your team!