



Title: HR Generalist

ID: 10055

Department: Human Resources

Reporting To: Manager, Human Resources

Pay Grade: 8

Updated: June 2026

Range Min: \$64,300

Range Max: \$96,500

### **Position Summary**

Under the direction of the Manager, Human Resources, the HR Generalist provides operational HR support across a wide range of functions including employee relations, recruitment, payroll, and HR administration. This role contributes to the delivery and continuous improvement initiatives, policy development, employee relations, and HR program implementation, as well as full semi-monthly payroll cycle, while ensuring compliance with applicable employment legislation and internal practices.

The HR Generalist plays a key part in enhancing employee experience and driving employee engagement, while fostering CREB's culture and values.

### **Key Responsibilities**

#### **Employee & Labour Relations**

- Serve as a point of contact for employees and leaders seeking guidance on HR and payroll matters, including policy interpretation, performance management, and workplace concerns; escalate complex matters as appropriate.
- Maintain up-to-date knowledge of employment legislation and trends to ensure organizational compliance and best practices.
- Maintain and contribute to the development of the employee policy manual (Policy & Me).
- Collaborate with internal stakeholders to support and lead employee engagement initiatives that promote a positive, inclusive, and high-performing work environment.
- Contribute to the planning and execution of HR programs and cross-functional projects to enhance employee experience and organizational effectiveness.

- Monitor HR trends and recommend enhancements to policies, practices, and systems.

### **HR Advisory & Support**

- Provide guidance and input to leaders and employees regarding recruitment, onboarding, development, performance, and total rewards.
- Support organizational change initiatives by identifying impacts to staff and supporting strategies to manage transitions effectively.
- Contribute to employee engagement and culture initiatives, including surveys, recognition programs, and communications.
- Support inclusion, diversity, equity, and accessibility efforts across the organization.

### **Recruitment & Talent Management**

- Provide administrative and coordination support throughout the recruitment process including recruitment strategies, job posting, interview best practices, offer development, and onboarding strategies.
- Coordinate recruitment logistics including interview scheduling, candidate communications, and follow-up throughout the hiring process.
- Ensure recruitment processes are consistent, equitable, , and aligned with the organization's values and competencies.
- Support onboarding and orientation of new employees to promote a strong start and lasting engagement.
- Assist in identifying learning needs and facilitating learning & development opportunities aligned with business goals.

### **HR Systems & Data Management**

- Ensure employee data accuracy and integrity in the HRMS (Dayforce), including organizational structure, job profiles, and employee information.
- Provide training and support to staff on HR systems and tools.
- Support basic reporting and analysis of HR metrics to inform decision-making.
- Maintain knowledge of and support all modules within the Dayforce HCM system, ensuring functionality is up to date and aligned with organizational needs.

### **Payroll & Benefits Administration**

- Administer and process full-cycle semi-monthly payroll in compliance with legislation and internal policies, ensuring accuracy and timely payment of all earnings.
- Maintain payroll records and documentation for audits and statutory reporting, including journal entries, reconciliations, and year-end processing (e.g., T4s, ROEs).

- Serve as the primary contact for payroll, pension, and benefits inquiries, supporting employee understanding and resolution of issues.
- Manage benefit administration, including enrollments, changes, terminations, and coordination with service providers.
- Ensure HRMS (Dayforce) is current and accurate, and complete required statistical and compliance reporting as needed.
- Maintain up-to-date knowledge of HRMS (Dayforce) updates and changes.

### **Training & Development**

- Provide support to employees and leaders on training and development options and pathways.
- Coordinate employee development activities and initiatives, including internal training programs.
- Support administration and tracking of professional development requests.
- Coordinate team building activities and employee events that support engagement and a positive workplace culture.
- Manage the LMS course content library, including importing and maintaining content aligned with organizational and employee development needs.

### **Other**

- Monitor and manage the HR inbox, including triaging inquiries, responding to routine requests, and routing items appropriately.
- Ensure accurate and timely processing of all payables for the HR & Facilities department.
- Contribute to assessment of risks/impacts and assist in mitigation implementation.
- Other duties as assigned by leader

### **Education & Qualifications**

- Certificate in Human Resources Management (CHRP or CHRL designation in progress or preferred).
- Payroll Compliance Professional (PCP) or equivalent payroll administration experience
- 3–5 years of progressive HR experience, with advisory exposure in a generalist capacity.
- Familiarity with relevant employment legislation and HR best practices.

### **Core Competencies**

- **Service:** Putting the interests and needs of our members at the forefront.
- **Excellence:** Commitment to continuous improvement in service and performance.

- **Professionalism:** Holding high standards and ethical behavior.
- **Community:** Fostering inclusivity, collaboration, and equity.
- **Listening:** Engaging in open, responsive dialogue with employees and stakeholders.
- **Advocating:** Supporting the growth, success, and well-being of our people.

<b>Skills and Abilities</b>	<b>Weight</b>
<p>Quality of Work</p> <p>Has established a track record of producing work that is highly accurate, demonstrates attention to detail and reflects well on the organization. Is personally committed to high quality work and encourages others to have similar standards. This differs from those who cannot be relied upon to produce high quality work, pay little attention to detail, show little pride in a job well done and/or set a poor example for co-workers or direct reports.</p>	30%
<p>Problem Solving</p> <p>Takes a proactive approach to anticipating and preventing problems. When problems occur, defines those problems, investigates obstacles, gathers relevant information, decides whether solving the problem should be a group decision, generates and analyzes alternate solutions and arrives at a workable solution. This differs from those who are not proactive, typically get surprised when problems occur, attempt to solve problems without the right mix of people involved, push too quickly for solutions or generate solutions that are not viable.</p>	30%
<p>Communication</p> <p>Communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listens to others and allows them to make their point. This is quite different than those who tend to select the wrong means of communicating, or who communicate information to inappropriate people. It also contrasts with those whose messages are not clear or lack credibility, as well as those who demonstrate poor listening skills and are unreceptive to feedback.</p>	25%
<p>Serving as an Advisor</p> <p>When needed, serves as an advisor regarding technical aspects of a project. Makes recommendations related to procedures and resources that may be needed. Has gained the respect and confidence of the people he/she advises. This is distinctly different from those whose advice fails to result in improving efficiency or avoiding pitfalls on projects and/or whose track record or ability to persuade others creates a lack of credibility and a lack of confidence in following any advice offered.</p>	15%

### **Skills and Abilities - Additional Information**

- Dayforce HCM experience a must
- Attention to details is a must
- Excellent communication – verbal, writing and presentation
- Sensitivity and compassion
- Excellent listening skills
- People skills
- Discretion and confidentiality
- Strong grasp of the Microsoft Office Product Suite
- Innovative thinking
- Technology savvy
- LMS knowledge
- Coaching and advising
- Analytically driven and oriented

### **Employee Statement of Understanding**

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations, and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.