**Employer:** Ottawa Chinese Community Service Centre (OCCSC)  
**Job City:** Ottawa  
**Work Format:** Hybrid  
**Application Deadline:** Friday, May 31, 2024  
**Job Terms:** Full-time  
**Salary:** $65K - $70K

**Join Our Team at Ottawa Chinese Community Service Centre (OCCSC)**

**Position:** HR and Operations Manager  
**Location:** 400 Cooper Street, Suite 2000, Ottawa, Ontario, Canada K2P 2H8.

**About OCCSC:** The Ottawa Chinese Community Service Centre (OCCSC) is a non-profit, nonpartisan charitable organization established in 1975. With services ranging from settlement support to language training and employment services, OCCSC provides programs and services to advance the social, cultural, and economic integration and participation of all newcomers, immigrants, refugees, as well as people of Chinese heritage.

**Job Description:** As the HR and Operations Manager, you will lead the strategic and functional responsibilities of the human resources and operations portfolios. This role is pivotal in supporting the organization’s diverse team and ensuring smooth operational management.

**Duties and Responsibilities:** The HR and Operations Manager performs a wide range of duties including (but not limited to) the following:

**Human Resources Responsibilities:**

* HR Strategy and Initiatives**:**
  + Develop and implement HR strategies aligned with the overall business strategy.
* Recruitment and Onboarding:
  + Oversee the full recruitment process, including talent acquisition and onboarding.
  + Develop strategies to attract top talent and ensure a smooth onboarding experience for new hires.
* Employee Relations:
  + Serve as a trusted advisor to employees and managers on HR-related matters.
  + Proactively address employee concerns and foster a positive work environment.
* Performance Management:
  + Design and implement performance management processes.
  + Set clear expectations, provide feedback, and recognize achievements.
* Training and Development:
  + Assess and manage training and development initiatives.
  + Provide training on leadership development and compliance.
* Policy Compliance:
  + Develop, maintain, and ensure compliance with HR policies and procedures.
  + Ensure policies meet federal, provincial, and local regulations.
* Benefits Management:
  + Manage employee benefits programs.
* HR Metrics and Records:
  + Maintain accurate employee records and HR databases.
  + Analyze HR metrics to inform strategic decision-making.
* Diversity, Equity, and Inclusion:
  + Lead initiatives to promote diversity, equity, and inclusion within the organization.

**Operations Responsibilities:**

* Office Operations Management:
  + Manage daily office operations.
  + Enhance organizational efficiency.
* Safety and Security Protocols:
  + Ensure safety and security protocols are respected.
* Resource Management:
  + Oversee the allocation and maintenance of office resources and supplies.
* Facilities Management:
  + Coordinate maintenance and repairs for the office space.
* Vendor and Contract Management:
  + Manage relationships with external vendors and service providers.
  + Negotiate contracts and ensure service level agreements are met.
* Operational Policies:
  + Develop and implement operational policies and procedures to improve efficiency.
* Technology Management:
  + Oversee the implementation and maintenance of office technology systems.
* Event Planning and Coordination:
  + Plan and coordinate internal events and meetings to ensure smooth execution.

**Requirements:**

* Proven experience as an HR manager or other HR executive.
* Post-secondary degree in Human Resources and 4+ years of progressive HR experience, including at least 2 years in a leadership role.
* People-oriented and results-driven with a competence for building and managing interpersonal relationships at all levels.
* Comprehensive knowledge of HR systems, databases, and best practices.
* Proficiency in MS Office, MS Teams, and internet; experience in media, entertainment, or digital marketing is a plus.
* Excellent communication skills in English required; proficiency in French preferred; knowledge of other languages considered as an asset.
* Knowledge in immigration and settlement services, local community resources and operations management, will be considered as a strong asset.

**Why Join Us?** At OCCSC, you will be part of a community that values innovation, efficiency, and diversity. Our collaborative environment offers a great opportunity for professional growth and personal development in a supportive and dynamic setting. Plus, you’ll get the chance to make a significant impact on the lives of newcomers to Canada.

**Apply Today!** If you’re looking for an opportunity to lead, innovate, and contribute to a noble cause, please send your resume to [talent@occsc.org](mailto:talent@occsc.org) . Only candidates who meet the specified requirements will be contacted for an interview. We look forward to hearing from you!