



**COMMISSIONAIRES  
OTTAWA**

## **Manager, Employee Service Centre**

*Commissionaires Ottawa* is a not-for-profit organization and Ottawa's 2<sup>nd</sup> largest private sector employer. We employ over 3,500 people as the foremost provider of security services to government and commercial clients in the National Capital Area, Northern Ontario and Western Quebec

We are seeking an experienced, dynamic senior manager to establish and manage an Employee Service Centre (ESC) in support of our workforce. This position will report to the Chief Financial Officer and will lead a multi-disciplinary team providing pay and related HR support services to employees under a single-window service model.

The Manager ESC will be responsible for developing and implementing effective and integrated customer service processes to our employees in a single-window service model. This includes managing the day-to-day operations of our in-house payroll group and the delivery of related personnel support services to employees of the Division

### **Primary Responsibilities Include:**

- Development of a service model that ensures timely responses to employee requests for payroll and personnel services and related problems through direct intervention or referral to subject matter experts
- Identification of process improvements and policy development related to the Service Centre mandate
- Fostering continuous improvement in employee satisfaction levels through the development and tracking of service delivery benchmarks and metrics
- Development and implementation of communication plans to educate employees on compensation and related personnel issues
- Maintenance of accurate employee records in our Commissionaires Human Resources Information System (CHRIS) and our Pay and Billing System (Apogee)
- Fostering positive relationships and development of service-enhancing initiatives with other stakeholders internally, within the finance department and externally, with other corporate departments (Human Resources, IT, Operations)
- Providing direction, leadership, guidance, support, mentoring and professional development opportunities to ESC staff members

### **Essential Requirements**

*You must clearly demonstrate in your application how you meet the following essential requirements*

#### **Education and Professional Knowledge**

- An undergraduate degree in a relevant discipline, or equivalent experience

- Professional designation (CHRP, CEBS, CPM) attained or near completion

### **Experience**

- Progressive roles in a fast-paced payroll and/or HR services environment extending over a minimum of 8 years
- Significant experience with human resources/payroll information management systems
- A minimum of 5 years experience as a manager
- A good knowledge of Client Relationship Management theory and practice
- A proven track record of delivering exceptional levels of client services
- In-depth knowledge of governing legislation related to pay and benefits, employment standards and labour relations in both non-union and unionized environments
- Full cycle program delivery (from concept to full implementation and execution)
- Working with collective agreements

### **Skills and Abilities**

- Managing change and cultural transitions
- Project planning and execution

### **Language**

- Speak, read and write fluently in English.
- Ability to communicate effectively in French highly desirable.

### **Computer Skills –Advanced**

*(software and operating systems are to be indicated in the application)*

- Advanced Excel spreadsheet skills
- Highly skilled with the MS Office suite and organisational planning tools

### **Communications / Presentation**

- Exceptional skills; ability to present, inform and teach including the ability to explain policies and procedures across departments and levels
- Excellent listening skills

### **Personal Suitability**

- Well-developed leadership and management skills
- Strong focus on service delivery and understanding customer needs
- Team-player, exceptional ability to build partnerships and relationships
- Well organized, possessing sound judgment, problem-solving and decision-making skills
- A demonstrated history of diplomacy, courtesy and maturity in dealing with senior management, colleagues and peers
- Discretion and good judgement in handling confidential information.
- Reliability and a high degree of self-motivation together with a sense of ownership and initiative
- Strategic thinker, with the ability to work in a fast-paced environment with constantly changing priorities and pressures
- Self-confident and results oriented

- Security clearance - Valid Level 8/Enhanced Reliability or the ability to acquire one within 3 months

If you would enjoy working with our team of committed professionals, please send your résumé detailing your relevant background before **Monday, June 30, 2008** to:

- Fax (613) 231-6841
- E-mail ([competition@commissionaires-ottawa.on.ca](mailto:competition@commissionaires-ottawa.on.ca)); or
- Mail - Commissionaires Ottawa, 24 Colonnade Rd, Ottawa, ON, K2E 7J6, Attention: Competitions

**Nota**

In accordance with our mandate, qualified applicants with service in the Canadian Forces or RCMP will be given preference; however, all qualified applicants will be considered.

We appreciate the interest of all applicants; however, only those considered for an interview will be contacted.