



**VantageOne**  
CREDIT UNION

*Career*  
Opportunity

**TYPE:** External Advertisement  
**ROLE:** Full Time Human Resources Coordinator  
**BUSINESS LINE:** VantageOne Credit Union, Excluded

**DATE:** April 8, 2024

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**POSTING NUMBER:** EX 2024-04

**CLOSING DATE:** Until Filled

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#### Company Overview:

At VantageOne, we are neighbors helping neighbors. We have been helping our neighbors since 1944 when our first branch was opened in the North Okanagan. We are driven by a strong set of values that guide our actions and define our commitment to our members, clients, and employees. We are passionate about our Members and Clients, we are Action Driven to explore ways to innovation and simplify our member and client experiences, we take Ownership and Accountable for our actions and we are always striving to Be the Best. In addition, we are dedicated to promoting Diversity, Equity, Inclusion, and Reconciliation (DEIR) in all aspects of our organization.

Our mission is clear: we provide our communities with access to member-focused advice, high-quality financial services, and help our employees and our communities grow.

#### Position Overview:

As a **Full Time**, Human Resources Coordinator you will play a vital role in administering and participating in various aspects of human resources management within our organization. This includes staffing, compensation administration, benefits coordination, occupational health and safety, organizational learning, training, and development. Additionally, the role involves overseeing and maintaining HR technical programs and databases for the Credit Union. The HR Coordinator will also actively engage in labour relations activities, ensuring compliance with relevant laws and regulations while fostering positive relationships between the organization and its employees.

#### Key Responsibilities:

- Develop and deliver training and development initiatives to enhance employee skills and knowledge.
- Coordinate recruitment efforts, including job postings, resume screening and scheduling and participating in interviews.
- Coordinate and participate in employee onboarding and orientation processes.
- Manage and maintain employee records, ensuring accuracy and confidentiality.
- Administer and maintain HRIS and LMS databases and systems.
- Ensure compliance with relevant labour laws, regulations, and collective agreement.
- Assist in labour relations activities.

#### Qualifications:

- Bachelor's Degree in HR, BA or related field, willingness to achieve CHPR BC Designation
- HR experience in a Unionized workplace
- Knowledge of HR principles, practices and procedures
- Experience with HRIS systems, LMS Systems and proficiency in MS Office Suite
- Ability to maintain confidentiality and handle sensitive information with discretion
- Knowledge of labour laws and regulations in BC
- Experience in the Credit Union or Financial Services Industry
- A commitment to Diversity, Equity, Inclusion, and Reconciliation principles and practices.

## Why Join VantageOne?

- Be a part of a team that is passionately committed to delivering exceptional HR service.
- Opportunity for growth and career development within the company.
- Engage in a collaborative, dynamic, and inclusive work environment.
- Competitive compensation and benefits package. Wage Range
- Contribute to a workplace that values and prioritizes Diversity, Equity, Inclusion, and Reconciliation.

If you are ready to embrace our values, contribute to our mission of delivering high quality HR service and play a role in advancing DEIR principles, we encourage you to apply for this position. Join us in our journey to excel, innovate, simplify, and foster a diverse and inclusive work environment.

To apply, please submit your resume and cover letter to [HR@vantageone.net](mailto:HR@vantageone.net). We welcome applications from all interested; however, only those selected for an interview will be contacted.



## JOB DESCRIPTION

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|---|---|
| <b>POSITION TITLE:</b>                      | <b>Human Resources - Coordinator</b>                    |
| <b>BUSINESS:</b><br><b>UNIT/DEPARTMENT:</b> | <b>VantageOne Credit Union</b><br><b>Administration</b> |
| <b>LOCATION:</b>                            | <b>Main Branch</b>                                      |
| <b>REPORTS TO:</b>                          | <b>Vice President, Human Resources</b>                  |

## PURPOSE OF POSITION

This position administers and participates in various aspects of human resources, including staffing, compensation administration, benefit coordination, occupational health and safety, organizational learning, training, and development. Additionally, it administers human resources technical programs and databases for the Credit Union. Moreover, it participates in labour relation activities, ensuring compliance with relevant laws and regulations while fostering positive relationships between the organization and its employees.

## ROLES AND RESPONSIBILITIES

### Benefits Administration

- Administers and maintains confidential employee records, including disability files.
- Acts as a liaison with benefits carrier on active disability files, including disability case management, gradual return to work programs and duty to accommodate.
- Maintains confidential information within the Employers Benefits site.
- Completes administration for benefits, pension, and related employee activities.
- Initiates benefit insurance claims.

### Labour Relations

- Participates in joint union/management committees as required.
- Provides collective agreement interpretations.
- Participates in research during bargaining preparations.
- Participates as a member of staffing committees.
- Sits as a member of the Job Evaluation Committee
- Confirms new hire and incremental compensation pay rates and benefits.

### Organizational Learning, Training and Development

- Develops and facilitates new and ongoing instructor led and digital training.
- Conducts singular and group training sessions in all available formats such as classroom training, digital, seminars, workshops, one on one coaching, and video conferencing.
- Develops and delivers corporate training programs.
- Ensures new employee orientation programs reflect current best practices and are in compliance with all current regulations, legislation and VantageOne policy and procedure.
- Develops and delivers training programs (including performance improvement programs) in a seminar, workshop, or one-on-one format to provide meaningful value to employees by increasing their understanding of financial concepts, practices, products, and solutions.

- Works closely with managers providing assessment of individual employee training and development needs – sets programs with manager to close all learning and development gaps identified and provides an assessment of the employees' success of said programs.
- Based on the delivery of the above noted programs, assesses, tests and/or evaluates current and new employee capabilities, to determine whether or not a probationary period or Performance Improvement Program has been successfully completed. In cases where the probationary period or Performance Improvement Program has been deemed not successful, make recommendations to Human Resources for continued training and/or termination of employment.
- Manages training tools and training resources.
- Instructs employees how to proactively initiate conversations that will uncover opportunities to entice movement of business to VantageOne Credit Union and Subsidiaries from other Financial Institutions.
- Administers and maintains Credit Union Learning Management Systems

**Recruiting:**

- Undertakes full cycle recruitment and selection activities and processes process by posting job openings on various platforms, screening resumes, and scheduling interviews.
- Gathers and tracks applications, responds to general employment inquiries,
- Ensures data accuracy of electronic files.
- Prepares interview materials and communicates with candidates throughout the hiring process.
- Performs background checks.
- Assists in the preparation of offer letters and ensures all required documentation is maintained during the hiring process.
- Coordinates employee movement within VantageOne (user access, payroll etc.) to provide seamless transitions for new and existing employees.
- Supports the onboarding process for credit union employees from the date the position is posted until the employee is integrated into their new role.

**Other Duties**

- Other related duties as assigned.

**EDUCATION & EXPERIENCE**

**Education:**

- High School Diploma plus two years of formal education or equivalent including a certificate or diploma in Human Resources; Adult Education and/or Training. Willingness to pursue the attainment of CPHR professional designation.

**And**

**Job Related Experience:**

- 4 - 6 years combined experience in Human Resources supervisory or management position preferably in a unionized or financial setting and/or combined experience in cash handling; member services; training and/or human resources preferably in a financial environment. experience in cash handling; member services; training and/or human resources in a unionized environment.

**Or**

An equivalent combination of both education and experience acceptable to VantageOne.

**SKILLS AND KNOWLEDGE**

**1. Accounting**

Working Knowledge in the area of accounting as it applies to balancing daily transactions/blotter, processing departmental accounts payable and receivables, basic benefit and compensation calculations and spreadsheet preparation. Monitors special project and/or training budgets and expenditures.

**2. Finance**

No knowledge in this area is required for this position. Employee will not be involved in financial analysis, budget design and control, asset liability management, risk analysis, tax standards, liquidity management, prediction of economic trends and rates, money market issues, investments, pricing/rate strategies or financial reporting.

**3. Administrative Processes**

Advanced knowledge is required to be able to train and develop employee group in administrative processes and procedures as they apply to the functions performed such as: processing transactions, completing documentation, verifying member information (such as credit checks), composing and/or formatting

correspondence and reports, records management, developing administrative procedures, gathering and collating data.

**4. Communications**

Advanced communication skills used to coordinate and deliver human resource services and training. Strong ability to facilitate training sessions both individually and with large groups, able to make public presentations and communicate effectively in meetings with stakeholders, suppliers, members, employees and managers.

**5. Granting of Commercial Credit**

Familiarity of processes of granting commercial credit in order to establish awareness in a training setting.

**6. Granting of Consumer Credit**

Working skill and knowledge in order to train staff on the processes of granting consumer credit related to residential mortgages, personal lines of credit and personal loans. Training may involve the analysis of personal balance sheets, evaluation of security, negotiation of terms and conditions, and processing of security documentation.

**7. Core Products and Services**

Working knowledge in this area in regard to the features and benefits of deposit, investment and lending products and services in order to train and develop frontline staff.

**8. Specialized Products and Services**

Working knowledge in this area in regard to the features and benefits of specialized products and services in order to train and develop staff.

**9. Regulations/Legislation/Credit Union System**

Working knowledge of the Credit Union Collective Agreement, regulatory and legislative conditions under which Credit Unions operate and/or the provincial and national Credit Union structure and related organizations. This includes Human Rights; Employment Standards Legislation, Labour Relations Code, PIPA, WorkSafe BC programs.

**10. Insurance**

Familiarity in this area in order to train and develop staff to recognize and direct members' inquiry to one of our subsidiaries in regard to specialized insurance such as travel, and life.

**11. Computer-Based Systems Operation**

Working knowledge of banking systems in order to facilitate and support technical staff training; word processing, spreadsheet, graphics and internet applications; Learning Management Systems, Job Evaluation Systems and HRIS.

**12. Computer System Design, Development and Technical Support**

No Knowledge in this area required in this position. This position is not responsible for evaluation, design, development, and maintenance or user support of computer systems or operations.

**13. Human Resource Management**

Working knowledge if required to be able to implement process in employee counselling (career and personal); succession planning; recruitment; organizational development; job design and evaluation; compensation and salary administration; training.

**14. Marketing**

Familiarity of marketing, analysing member feedback and Credit Union product needs; promoting mass communication programs, including seminars, brochures, and newsletters.

**15. Competitive Environment**

Familiarity of the competitive labour environment and industry comparable salary rates and benefit packages. Strong understanding of local employment challenges; competitions; trends in the labour market; and understanding of demographics and geographic influences on employment.

**16. Sales and Service**

Working knowledge of sales and service development tools and techniques in order to lead, facilitate, train and coach others in developing sales skills and achieving targets.

## STRENGTHS AND TALENTS

| Striving Strengths & Talents   | Thinking Strengths & Talents   | Relating Strengths & Talents   |
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| <ul style="list-style-type: none"> <li>• Ability to Achieve</li> <li>• Desire to Succeed</li> <li>• Competent</li> <li>• Committed to be of Service to Others</li> <li>• Ethical</li> <li>• Available</li> </ul> | <ul style="list-style-type: none"> <li>• Focused</li> <li>• Disciplined</li> <li>• Able to Arrange</li> <li>• Responsible</li> <li>• Problem Solving Ability</li> <li>• Committed to Accuracy</li> </ul> | <ul style="list-style-type: none"> <li>• Empathetic</li> <li>• Caring</li> <li>• Team Player</li> <li>• Ability to build and sustain relationships</li> <li>• Partnership and Advice Focused</li> <li>• Positive Attitude</li> </ul> |

## PHYSICAL REQUIREMENTS

**Physical exertion** – Occasional less than ¼ of the time this would include lifting heavy bags of coin or data bags, stocking supply room, stooping, reaching, pushing, pulling.

**Visual attention** – Frequent between ½ and ¾ of the time this may include intense reading of documentation or data, close monitoring of computer screens or detailed work.

**Travel** – Minimal Travel. Travel either day to day or overnight on VantageOne business is not required in this position.

**Manual Dexterity** – Constant more than ¾ of the time this includes computer keyboarding or mouse work for a significant portion of the workday. 40 Wpm Keyboarding Skill.

## NATURE OF SUPERVISION

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| <b>Immediate Supervisor</b>            | <b>Vice President, Human Resources</b>   |
| <b>Supervisor Responsibility Level</b> | <b>Work Leader</b> – This position assigns work, provides input into performance reviews, provides advice, training and guidance. At this rating, the position does not have full supervisory responsibility for the work of others. |
| <b>Positions Supervised</b>            | Supervises trainees during orientation, classroom training on the job practicum training.  |

Learn More About

Life & the Application Process  
At VantageOne

[www.vantageone.net](http://www.vantageone.net)