



Kahnawake Shakotii'a'takehnhas Community Services

## EMPLOYMENT OPPORTUNITY

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### Human Resources Generalist

**KSCS is seeking an experienced and skilled individual to perform a variety of Human Resources related tasks.**

Under the supervision of the Team Leader of Human Resources, the Human Resources Generalist assists in the development and implementation of a comprehensive hiring process, delivers benefits management, assists in performance management, training of staff and provides advice and support services.

#### Required Education & Experience:

- Bachelor's Degree in Human Resource Management, with one (1) to three (3) years of experience.
- D.E.C./Certificate in Human Resources, with three (3) to five (5) years of experience in Human Resources or Management.
- High School diploma plus five (5) to seven (7) years of experience in Human Resources field/management.
- Valid driver's license and access to a vehicle are a requirement.

**Status:** Indefinite full-time position, with a six (6)-month probationary period.

**Salary:** Starting at \$37.06/hour.

**Schedule:** 35 hrs/week; must be willing to work flexible hours as necessary.

**If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:**

KSCS Human Resources at [humanresources@kscskahnawake.ca](mailto:humanresources@kscskahnawake.ca). You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at [www.kscs.ca](http://www.kscs.ca). Call 450-632-6880 for more info.

**Deadline to apply is:** No deadline.

GENERAL INFORMATION	
<b>Code:</b>	HR2
<b>Job Title:</b>	<b>Human Resources Generalist</b>
<b>Department:</b>	Human Resources
<b>Date of Job Description:</b>	April 2, 2011
<b>Job Description Revision Date:</b>	March 2025
<b>Job Reports To:</b>	Team Leader of Human Resources

JOB DESCRIPTION SUMMARY
<p>Under the guidance and support of the Team Leader of Human Resources, the Human Resources Generalist plays a pivotal role in fostering a compassionate, inclusive, and trauma-sensitive HR environment within the organization. This position involves a diverse range of responsibilities across core HR functions, including recruitment, compensation, employee relations, performance management, benefits administration, training and development, compliance, and policy management. The HR Generalist works collaboratively with managers and employees, ensuring that all HR practices are grounded in empathy, respect, and fairness.</p> <p>The Human Resources Generalist is committed to creating a safe and supportive space for employees, recognizing the importance of psychological safety and well-being in the workplace. They provide guidance and support on HR matters with an understanding of the impact of trauma and stress on individuals, working to create a work environment where all employees feel valued, heard, and empowered.</p> <p>Through trauma sensitive approaches and a commitment to legal integrity, the HR Generalist helps to foster an organizational culture that prioritizes trust, respect, and well-being, while upholding the organizations goals of compliance, equity, and creating a positive, resilient workplace for all.</p>

CORE RESPONSIBILITIES & DUTIES	
Core Responsibilities	Duties
<b>Recruitment, Hiring &amp; Orientation Processes</b>	<p><b>Recruitment:</b></p> <ul style="list-style-type: none"> <li>➤ Ensures that the recruitment process is conducted in a respectful, supportive, and equitable manner, in line with organizational policies.</li> <li>➤ Assists management with developing job descriptions, competency profiles, and job postings that clearly outline the responsibilities, skills, qualifications and benefits for the role.</li> <li>➤ Assists in the development of testing tools and exercises designed to assess candidates fairly.</li> <li>➤ Collaborates with Selection Committee to review applications and identify candidates who meet the position requirements.</li> <li>➤ Coordinates and schedules interviews, providing candidates with relevant information and preparing them for the process.</li> <li>➤ Conducts interviews and assesses qualifications, experience and cultural fit.</li> <li>➤ Administers job-related tests or exercise to evaluate candidates' skills and abilities.</li> <li>➤ Conducts thorough background and reference checks with care and confidentiality, ensuring that all information is handled respectfully.</li> <li>➤ Complies and verifies all results and documentation, which supports the selection committee's recommendations of a candidate.</li> <li>➤ Supports the recruitment of stagiaire and summer students, ensuring that the process is welcoming and inclusive.</li> </ul> <p><b>Hiring:</b></p> <ul style="list-style-type: none"> <li>➤ Finalize hiring process by ensuring that all necessary documentation is signed, and contracts are completed.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Confirms that employee vital information is accurate and treated with the utmost respect for privacy.</li> <li>➤ Oversees the application of contract procedures, policies, and directives, ensuring they are in line with KSCS values and standards:</li> <li>➤ Reviews draft contracts for accuracy and attention to detail, compliance, and clarity, making corrections as needed.</li> <li>➤ Works with managers to resolve any contract discrepancies, fostering clear communication.</li> <li>➤ Ensures contracts are prepared for signing and presented in a way that supports a positive and clear hiring experience for employees.</li> </ul> <p><b>Orientation:</b></p> <ul style="list-style-type: none"> <li>➤ Coordinates a comprehensive and welcoming orientation for new employees, ensuring they feel supported as they transition into KSCS operations:</li> <li>➤ Organizes new hire orientation sessions to introduce employees to KSCS policies and procedures.</li> <li>➤ Facilitates benefits enrollment and ensures employees have a thorough understanding of available benefits and how to access them.</li> </ul>
<b>Performance Management Process (PMP)</b>	<ul style="list-style-type: none"> <li>➤ Ensures KSCS management and staff are adequately oriented and trained on the performance appraisal process.</li> <li>➤ Assists managers and employees in setting clear, achievable performance goals aligned with organizational objectives, if necessary.</li> <li>➤ Ensures that annual performance reviews are conducted and filed in personnel files.</li> <li>➤ Supports the creation and implementation of performance improvement plans when necessary, ensuring they are clear, actionable, and focused on employee development.</li> <li>➤ Ensures that performance management practices are fair and unbiased.</li> <li>➤ Researches, develops and recommends ways and means to enhance the performance appraisal process.</li> </ul>
<b>Interprets &amp; Advises on KSCS Policies</b>	<ul style="list-style-type: none"> <li>➤ Advises and guides KSCS managers and employees in interpreting and applying personnel policies and procedures.</li> <li>➤ Address questions or concerns from staff regarding policy implementation and ensures consistent application across the organization.</li> <li>➤ Assists in the development, review, and revision of policies to ensure they are up-to-date, effective, and aligned with current laws and organizational needs.</li> <li>➤ Identifies gaps or areas of improvement in existing policies and suggests changes as necessary.</li> <li>➤ Offers recommendations on policy-related decisions and help navigate complex policy issues.</li> <li>➤ Provides guidance on risk management strategies to encourage policy adherence and address any non-compliance concerns.</li> <li>➤ Becomes versed in Labour Standards and law where it applies to KSCS, in so far as, to provide base advice or recommend legal consultation.</li> <li>➤ Keeps abreast of human resource trends, practices and initiatives.</li> <li>➤ Conducts information sessions to educate employees and managers on policies, procedures, and expectations.</li> </ul>
<b>Supports the Implementation of KSCS Compensation Practices, Policies and Procedures</b>	<ul style="list-style-type: none"> <li>➤ Assist in implementing and communicating KSCS compensation policies and procedures to ensure consistent application across the organization.</li> <li>➤ Help conduct salary benchmarking and market research and data analysis to ensure KSCS compensation practices are competitive and equitable.</li> <li>➤ Collaborate with payroll teams to ensure accurate and timely processing of employee compensation, including bonuses and other benefits.</li> <li>➤ Address employee questions related to compensation, such as pay structure, benefits, and pay discrepancies, providing clear and supportive guidance.</li> <li>➤ Conducts job assessments for new or modified positions.</li> <li>➤ Support the evaluation of job roles and classifications to ensure proper alignment with compensation structures.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Develops policy and procedures for review and implementation.</li> <li>➤ Maintains accurate records of employee compensation, including salary, bonuses, and other benefits.</li> <li>➤ Ensures compensation practices adhere to relevant labor laws and internal policies, assisting in audits or reviews as necessary.</li> <li>➤ Supports staff and managers on compensation policies and practices, ensuring they understand the relevant procedures and guidelines.</li> <li>➤ Assists in identifying opportunities for enhancing compensation practices and contribute to the development of more effective policies.</li> </ul>
<b>Delivers Benefits Management Services</b>	<ul style="list-style-type: none"> <li>➤ Verifies eligibility for benefits and assists employees with completing enrollment forms.</li> <li>➤ Acts as the representative for Group Insurance and MSI Claims, supporting both employees and the employer regarding leaves, by performing the following tasks: <ul style="list-style-type: none"> <li>○ Meets with and orients employees about their benefits and responsibilities while on leave, providing necessary forms and guidance.</li> <li>○ Notifies finance and the employee's immediate supervisor of leave or any changes.</li> <li>○ Completes required employer forms and maintains an up-to-date master file.</li> <li>○ Tracks employee absences in the HR database and ensures proper file management.</li> <li>○ Confirms employee return to work in accordance with Personnel Policy and the reintegration plan.</li> <li>○ Facilitates gradual return-to-work plans as needed.</li> </ul> </li> <li>➤ Advocates with the plan sponsor on behalf of employees to ensure their needs are addressed.</li> <li>➤ Assists employees with questions related to claims or coverage under their benefit plans.</li> <li>➤ Help employees understand the claims process and resolve issues with insurance providers or third-party administrators.</li> <li>➤ Regularly communicates with KSCS employees about their benefits, any adjustments, and their entitlements and responsibilities through KSCS communication channels.</li> <li>➤ Coordinates and provides guidance on EAP/Traditional services, including orientation and referrals when necessary.</li> <li>➤ Organizes meetings with Group Insurance representatives to ensure smooth communication and understanding.</li> <li>➤ Identifies opportunities for improvements policies and procedures related to employee benefits and leave management.</li> </ul>
<b>Manages HR Database System</b>	<ul style="list-style-type: none"> <li>➤ Oversees and manages the overall functioning of the HR database system, ensuring it operates smoothly and efficiently.</li> <li>➤ Ensures data is accurately inputted and updated, with proper backup procedures in place.</li> <li>➤ Inputs, organizes, and manages employee information, including employee vital details, job history, performance data, compensation, and benefits.</li> <li>➤ Ensures accurate and up-to-date employee records are maintained in compliance with internal policies and legal requirements.</li> <li>➤ Monitors and tracks changes to employee data, ensuring all updates are recorded promptly.</li> <li>➤ Ensures weekly data is exported to payroll for timely salary payments.</li> <li>➤ Analyzes data and generates reports and statistics for management and the annual report.</li> <li>➤ Troubleshoots and resolves database errors and maintains communication with service provider for technical support.</li> <li>➤ Manages and assigns user access levels within the database system.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Generate and customizes reports from the HR database for management, including metrics on employee performance, compensation, absenteeism, turnover, and recruitment.</li> <li>➤ Provides training to KSCS managers and employees on the HR database.</li> <li>➤ Participate in system upgrade processes and trainings, including evaluating new features, functionalities, and enhancements.</li> </ul>
<b>Collaborates with Learning &amp; Development Department</b>	<ul style="list-style-type: none"> <li>➤ Collaborate with the Learning &amp; Development team to assess skill gaps and development needs across the organization, ensuring targeted training and development plans are in place.</li> <li>➤ Maintains accurate records of employee training activities, skills development, and certifications, and uses this data for reporting, planning, and continuous improvement offering insights for budgeting and annual reporting.</li> <li>➤ Assists with research to identify helpful training resources, tools, and measures that support the growth and needs of KSCS employees.</li> <li>➤ Designs and delivers human resources related training to KSCS employees.</li> <li>➤ Gathers feedback from participants to assess the success of training programs and adjust improve future learning opportunities.</li> <li>➤ Fosters a culture of continuous development by promoting ongoing learning opportunities, both formal and informal, that support employee growth and well-being.</li> </ul>
<b>Oversees Cessation Process</b>	<ul style="list-style-type: none"> <li>➤ Ensures that KSCS cessation processes (including resignation, retirement, and termination) and policies are consistently followed.</li> <li>➤ Ensure all required documentation related to cessations are completed, including letters, cessation forms, and exit interviews.</li> <li>➤ Assists in the termination process by the following:</li> <li>➤ Offering guidance on policies, labor standards, and procedures related to resignation, retirement, or dismissal.</li> <li>➤ Securing legal advice when necessary.</li> <li>➤ Assisting in drafting relevant correspondence.</li> <li>➤ Ensures personnel files are in order.</li> </ul>
<b>Records and reports on HR services.</b>	<ul style="list-style-type: none"> <li>➤ Supports the organization and maintenance of personnel files, ensuring they are accurate and accessible for review and decision-making in a respectful and confidential manner.</li> <li>➤ Assists with processing personnel-related forms and documentation, ensuring clarity and support throughout the process.</li> <li>➤ Prepares an annual overview and provides relevant HR statistics for the KSCS Annual Report, ensuring transparency and alignment with organizational goals.</li> <li>➤ Leads or supports special HR projects, focusing on enhancing employee experience and organizational growth.</li> <li>➤ Participates in Human Resources Network meetings, fostering collaboration and the sharing of best practices to support a positive workplace culture.</li> </ul>
<b>Performs other job-related duties as assigned, approaching each task with flexibility, clarity, and a supportive attitude.</b>	

<b>COMMUNICATIONS</b>	
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>➤ Frequently requires collaboration and cooperation to complete work or projects, fostering a supportive and inclusive environment where all perspectives are valued, and contributions are respected.</li> </ul>
<b>Advising</b>	<ul style="list-style-type: none"> <li>➤ Frequently provides information in a clear, compassionate manner, ensuring it is understood and can be explained in a way that is accessible and supportive for all individuals.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>➤ Frequently responsible for providing training or sharing information with stakeholders or clients, ensuring the approach is empathetic, clear, and supportive.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>➤ Commonly provides leadership, ensuring strong, supportive relationships with internal and external partners.</li> </ul>

ENVIRONMENTAL FACTORS	
<b>Type of Schedule</b>	➤ Regular work week, occasional flex.
<b>Stress Factor</b>	➤ High stress in the job.
<b>Deadlines</b>	➤ Numerous and tight deadlines.

ACCOUNTABILITY	
➤	Provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives, ensuring transparency and consistency in all HR practices.
➤	Fosters and maintain a positive image of KSCS by promoting a respectful and supportive environment for all employees and clients.
➤	Serves as a positive role model, maintaining a lifestyle that reflects the values of respect, integrity, and professionalism.
➤	Collaborates within the HR team to align HR services with the needs of management and staff, supporting the achievement of the KSCS Strategic Framework in a way that fosters a positive and inclusive workplace.
➤	Fosters a culture of openness and trust by ensuring transparency in all actions and decisions, promoting accountability while being mindful of the diverse needs and experiences of employees.
➤	Develops, advocates, oversees, implements and aligns policies, programs, special projects, procedures and databases for Human Resources Services around best practices in HR.
➤	Continuously assess and recommend improvements to various components of KSCS Human Resource Services, ensuring that the services provided meet the evolving needs of the organization and its staff.
➤	Further develops knowledge of external programs and available resources and the ability to tap into these resources for the benefit of KSCS employees and management.
➤	Maintains a secure, organized, and accurate employee file system that respects privacy and ensures that employee information is handled with care.
➤	Upholds confidentiality practices in all matters, ensuring trust and respect for employee's personal information.

QUALIFICATIONS	
<b>Education &amp; Experience</b>	<ul style="list-style-type: none"> <li>➤ Bachelors in Human Resource Management, with one to three (1-3) years experience; Or</li> <li>➤ D.E.C./Certificate in Human Resources, with three to five (3-5) years experience in HR or Management; Or</li> <li>➤ High School diploma with five to seven (5-7) years experience in Human Resources field/management.</li> </ul>
<b>Skills &amp; Requirements</b>	<ul style="list-style-type: none"> <li>➤ Ability to actively listen and communicate clearly, ensuring all employees feel heard, respected, and supported.</li> <li>➤ Ability to manage and resolve conflicts with sensitivity, fostering understanding and encouraging healthy, constructive dialogue.</li> <li>➤ Ability to approach challenges with a calm, solution-focused mindset, keeping the well-being of all employees in mind.</li> <li>➤ Strong ability to manage multiple responsibilities while remaining flexible and responsive to the needs of employees and the organization.</li> <li>➤ Skilled in recognizing and understanding emotions, fostering trust, and responding with empathy in challenging situations.</li> <li>➤ Knowledge of relevant laws and policies to ensure fair treatment, compliance, and a respectful work environment.</li> <li>➤ Ability to build positive, respectful relationships with all employees and work closely with teams to create a supportive workplace culture.</li> <li>➤ Ensures accuracy and completeness in documentation and processes.</li> <li>➤ Strong computer skills with experience with HR systems and databases, managing employee information in a way that honors their dignity and privacy.</li> <li>➤ Ability to adjust to changing needs with a flexible, compassionate approach to supporting individuals during transitions.</li> <li>➤ Research skills (project management, interviewing and investigating).</li> <li>➤ Knowledge of employee benefit programs, policies, training and services.</li> <li>➤ Knowledge of performance management theory and practices.</li> <li>➤ Strong organizational skills and abilities to re-prioritize work as new demands surface.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Strong verbal and written communication skills to effectively interact with employees, management, and external partners.</li> <li>➤ Ability to identify, analyze, and resolve employee issues and HR-related challenges in a thoughtful and effective manner.</li> <li>➤ Ability to work independently while also being an effective and supportive team member.</li> <li>➤ Valid driver's license and access to a vehicle, with flexibility to travel as needed to support community-based work.</li> <li>➤ Lifestyle reflects a positive role model, demonstrating resilience, balance, and self-care.</li> </ul>
<b>Assets</b>	<ul style="list-style-type: none"> <li>➤ Knowledge of Kanien'keha language.</li> <li>➤ An understanding of diverse cultural backgrounds and experiences, ensuring inclusivity and sensitivity in HR practices.</li> <li>➤ Knowledge of statistics, with the ability to interpret data.</li> </ul>

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**Immediate Supervisor**

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**Incumbent**

\_\_\_\_\_  
**Date**