

Manager, People Operations & Total Rewards

Location: Association Services, 79 James Street South, Hamilton, Ontario

Position Type: Full-Time Salaried with benefits and a complimentary YMCA Membership

Salary Range: \$63,561 - \$75,000 annually, commensurate with experience

Position Overview:

We believe that it is through the power of our amazing people that the #YSavesLives. By joining the People, Leadership & Culture (PLC) team, you will contribute to making our Y the best place to work.

As Manager, People Operations & Total Rewards, you will lead strategic and operational HR initiatives that foster a high-performing, inclusive, and compliant workplace. Overseeing the People Partner, Total Rewards, and Analytics teams, you'll guide complex employee relations, compensation, benefits, payroll, and compliance efforts—including volunteer and temporary worker programs.

You'll also champion data-driven decision-making by leveraging HR data and analytics to optimize programs, identify trends, and support planning and performance.

This is an excellent opportunity for a collaborative and strategic HR leader with strong relationship-building and communication skills to drive meaningful changes and contribute to the continued success of the YMCA of Hamilton | Burlington | Brantford.

What You'll Do:

- **Business Partnership & Employee Relations:** Provide expert leadership on complex employee relations matters, including investigations, conflict resolution, and policy interpretation. Advise People Leaders on performance management and risk mitigation, while ensuring compliance with employment and human rights legislation.
- **Total Rewards Strategy & Delivery:** Develop and manage compensation, benefits, and payroll strategies that attract and retain top talent. Ensure internal equity, legislative compliance, and collaboration with Finance on accurate payroll operations.
- **Employee Health & Well-being:** Oversee health, safety, and wellness programs aligned with legislative requirements. Manage leaves, accommodations, and escalated incidents, and lead continuous improvement of related policies.
- **Volunteer & Temporary Worker Programs:** Ensure compliant and consistent administration of volunteer and temporary worker programs. Support engagement, safety, and risk management across all non-permanent staffing.
- **People Leadership & Strategic Advisory:** Lead and mentor a team of HR professionals, cultivating a culture of collaboration, high performance, and continuous growth. Provide strategic advice on rewards and workforce trends, manage stakeholder relationships, and leverage data and analytics to drive HR planning and program effectiveness.

What You'll Bring:

- Post-secondary education in Human Resources, Industrial Relations, or a related discipline, or an equivalent combination of education and experience.
- Minimum of three (3) years of progressive experience in HR operations, employee and/or labor relations, and total rewards, including compensation and benefits with at least one (1) year of experience in a leadership or supervisory role.
- Professional designation in one or more of the following: Payroll Compliance Practitioner (PCP), Master of Industrial Relations (MIR), Certified Human Resources Professional (CHRP), Certified Human Resources Leader (CHRL).
- Strong knowledge of Canadian employment legislation, including the Human Rights Code, AODA, OHSA, WSIA, ESA, and pay equity requirements.

What You'll Bring continued:

- HRIS Management experience required.
- Proven ability to lead compensation reviews, maintain pay equity, and manage benefits and pension programs.
- Proficiency in Canadian payroll practices, standards, and compliance reporting.
- Demonstrated ability to apply critical thinking in dynamic environments, demonstrating innovative problem-solving skills and a systemic approach that balances strategic thought leadership with hands-on execution.
- Strong leadership skills with emphasis on coaching, teamwork, development and influencing others and build consensus.
- Excellent administrative and organizational skills with the demonstrated ability to take initiative and manage competing priorities in a high-volume environment.
- Excellent interpersonal and communication skills with the ability to represent the Association professionally in interactions with internal stakeholders and/or external communities.
- Experience working with diverse teams and fostering inclusive workplace practices.
- Access to reliable transportation in order travel to various work locations.

A Major Asset If:

- You have worked in non-profit, charity or public sector organizations.
- You have a proven track record of implementing successful total rewards strategies in a large organization.
- You have experience with advanced HR analytics tools and software.
- You have strong project management skills with experience in leading cross-functional teams.
- You are familiar with international compensation and benefits practices.

All offers of employment will be subject to the provision that the successful incumbent provides the YMCA of Hamilton|Burlington|Brantford with a current and satisfactory Police Records Check. Positions responsible for the direct supervision of children and/or vulnerable persons will be required, in addition to a Police Records Check, to provide a Vulnerable Sector Screening Report at the time of hire. Police Records Checks are reviewed on an individual basis, and the offence(s), if any, is considered in the decision-making process in relation to the requirement of working with children; therefore, not eliminating all candidates with a record from being offered a position

Ready to Make a Difference? This is your chance to play a critical role in shaping a thriving, inclusive workplace where employees feel supported and empowered. If you're passionate about people and excited to lead impactful initiatives, we want to hear from you!

Don't meet every requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet all qualifications. If you are excited about the role, but your resume doesn't align perfectly with every qualification in the description, apply anyway. You may still be the right candidate for this or other roles!

Interested in applying? To view and apply for positions as a current employee, please log into your UKG account and click "My Company", then "View Opportunities" in the sidebar menu.

The YMCA of Hamilton|Burlington|Brantford is committed to creating an inclusive, diverse, equitable and accessible environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or neurodiversity. We understand the social barriers preventing individuals from applying for open roles. We encourage those from the Indigenous, 2SLGBTQIA+, BIPOC, and Disabled communities to apply. If you need any accommodation throughout the recruitment process, please do not hesitate to contact our People, Leadership and Culture Department plc@ymcahbb.ca