



# **WATER AND SEWERAGE CORPORATION**

## **CAREER OPPORTUNITY**

### **ASSISTANT GENERAL MANAGER**

#### **HUMAN RESOURCES DIVISION**

Applications are invited for a suitably qualified and experienced individual for the position of **ASSISTANT GENERAL MANAGER (Full time/ Permanent)** with the Corporation's **Human Resources Administration Department** of the **Human Resources Division**.

The principal duties and responsibilities of the position include, but are not limited to, the following:

- Direct and oversee the HR Division and its annual work plan, budget and activities, and ensuring that they are in line with WSC's objectives.
- Implement human resources strategies by establishing department accountabilities, including talent acquisition, staffing, employment processing, compensation, health and welfare benefits, training and development, records management, safety and health, succession planning, employee relations and retention, compliance, and labor relations.
- Manages human resources operations by recruiting, selecting, orienting, training, coaching, counseling, and disciplining staff; planning, monitoring, appraising, and reviewing staff job contributions; maintaining compensation; determining production, productivity, quality, and customer-service strategies; designing systems; accumulating resources; resolving problems; implementing change.
- Supports management by providing human resources advice, counsel, and decisions; analyzing information and applications.
- Manage the work of pension and human resource related consultants retained by WSC.
- Create programs and events to foster a positive work environment for all employees (e.g. pep rallies, all employee meetings, excitement committees, health fairs, etc.). Support and administer the employee satisfaction survey. Assist the General Manager, division heads and other department managers with developing action plans based on feedback. Facilitate feedback sessions
- Coordinate, support and administer all other corporate initiatives such as annual merit process, short term incentive process, benefit enrollment and communication, salary surveys, etc.
- Ensure compliance with industrial agreements, employment laws, government agencies, and WSC policies and procedures. Conduct annual HR compliance/standards self-audit. Communicate and interpret all of WSC's policies and procedures. Review and make recommendations as appropriate to the Board of Directors, Executives and/or management to improve HR policies, procedures and practices.
- Support and administer an effective employee relations program. Research and investigate all workplace issues to discover facts, identify potential liability to WSC, and facilitate resolution. Support and promote the Employee Resolution process. Advise the General Manager, and/or Board of Directors, Executives of any potentially serious issues.
- Oversee and participate in the employee selection process.
- Manage employee pay and classification system.
- Design and facilitate effective training and development programs for employees. Ensure that all managers and supervisors are trained on the progressive discipline process, performance management process, and related management programs and initiatives. Coach Managers to create and maintain a work environment with high morale and productivity. Conduct new employee orientation to familiarize employees with Company standards, policies, procedures, rules and other employee programs.
- Ensure work related accident claims are properly documented and reported. Ensure that there is an active safety committee at WSC, safety programs are implemented, and that employees are motivated to follow safety procedures.
- Investigate grievance and employee complaints.
- Submit required documentation in response to separation disputes. Participate in dispute meetings and hearings as needed. Ensure that paperwork is complete and documentation is thorough so the WSC's position can be legally and effectively represented.
- Manage labor relations and represent WSC in grievances, mediations, arbitrations and contract negotiation. Ensure all departments are knowledgeable of and in compliance with the terms of all collective bargaining agreements.
- Develop and oversee employee development and assistance programs.
- Coordinate and administer specialized recognition programs.
- Initiate and manage improvements to streamline business processes related to all HR activities.



- Provide confidential advice to the General Manager and division heads on a variety of human resources issues.
- Ensures that all work place safety procedures and programs are ongoing.
- Evaluates staff in the division and provide coaching and disciplinary actions as needed.
- Carries out the quality control for the division.
- Perform any related duties as assigned.

**Required Qualifications and Experience:**

Applicants must have a minimum of the following:

- Bachelor's degree in Human Resource Management or related field, plus a MBA
- 15 years Human Resource Management, Training and Industrial Relations experience, 5+ years at an executive level.
- Holds a recognized professional designation in Human Resource Management.

**COMPETENCIES AND SKILLS**

- Ability to plan, organize, lead and develop employees
- Updates job knowledge by participating in conferences and educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Working knowledge of Bahamian laws and regulations related to employment and labour
- Knowledge of industrial relations practices and Industrial Tribunal rules and regulations
- Ability to develop a high-level of credibility and trust among the board of directors, executives, senior managers and staff
- Communication skills are utilized a significant amount of time when interacting with others; demonstrated ability to interact with board of directors, executives, employees, vendors, and consultants, human resources and legal staff.
- Strong computer skills and working knowledge of IT systems
- Problem solving, reasoning, motivating, and training abilities are used often
- May be required to work nights, weekends, and/or holidays

Starting salary will be commensurate with qualifications and experience. Interested persons may email their detailed resumes to [resume@wsc.com.bs](mailto:resume@wsc.com.bs), for consideration; attention **HR - Recruitment, Compensation & Benefits (RCB) Department**, not later than **February 26, 2019**.

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*'Committed to Growth and Committed to Quality'*