

## **MANAGER, TOTAL REWARDS**

TA/Full Time Employment Opportunity

Reporting to the Director, HR Operations and Total Rewards, the Manager, Total Rewards is responsible for managing the employee Total Rewards (TR) programs and initiatives while ensuring alignment with Manitoba Liquor and Lotteries (MBLL) strategic initiatives and core values. The incumbent provides strategic and operational leadership in the development, assessment, execution, communication and implementation of Total Rewards programming, which includes employee compensation, benefits, rewards and recognition, and deduction and reimbursement programs. This position ensures timely operation and that all plans are operating in accordance with policies, practices, contracts, legislation and collective agreements, while maintaining a strong focus on customer service, employee engagement, process improvement and risk mitigation.

### **Duties:**

- Develop, implement and manage TR programming that aligns to MBLL's strategic objectives and core values, fosters an excellent employee experience and is cost effective. Ensure programming supports attraction, motivation, retention and recognition of employees.
- Execute TR programming activities for MBLL, directing and coordinating activities of the TR team.
- Build targeted and create unique elements into the employee recognition programs that promote corporate and employee engagement/ recognition objectives.
- Collaborate with senior management on the overall design and development of programs ensuring well-considered solutions and processes.
- Work closely with other internal stakeholders to develop joint strategies and approaches, reviewing cross-departmental impacts as required.
- Provide consultation, guidance, analysis and recommendations on complex TR programming or problem resolution.
- Ensure timely delivery of programming, including the resolution and communication of any issues.
- Analyze, monitor and assess programming including databases, measures, progress reporting, and program evaluations and effectiveness. Conduct and participate in market analysis and surveys.
- Review programming to ensure compliance with policies, standards, collective agreements and regulatory requirements.
- Develop, review and administer TR policies, practices and processes and provide direction on interpretation and administration. Ensure communication, interpretation, maintenance and consistency in application of policies and procedures.
- Ensure implementation and maintenance of TR self-audit assessments.
- Ensure maintenance of programming documentation and contracts.
- Manage required changes/amendments and re-enrolments to existing processes or programs and ensure applicable execution.
- Manage vendor relationships and work with benefit carriers, pension providers and consultants. Ensure plan documents and policies are kept current and remain in compliance.
- In consultation with MBLL's benefit consulting firm, participate in the research, review, recommendation and implementation of changes to benefit plans, as well as arranging for benefits costing, reporting and renewal processes.
- Work with MBLL's external compensation vendor for expert advice on compensation related activities including compensation infrastructure, competitive market analysis, evolving trends, market surveys, etc.
- Lead or participate, in conjunction with procurement or external consultants, where applicable, in contract renewals, selections and process reviews for external plan providers, including fee renewals and plan enhancements, or implementation of new plans.
- Assist and co-operate with the Audit department during regular audits, ensure compliance, and investigate/resolve exceptions.
- Participate in the collective bargaining process or organizational initiatives impacting HR, as required.
- Establish and maintain positive working relationships with all internal and external stakeholders.
- Partner with various internal stakeholders to understand needs related to programming and respond with appropriate solutions.
- Act as primary liaison of external consultants, carriers etc. Support team members in vendor, carrier and internal customer interactions.
- Manage employee and management communication strategies for TR related functions.
- Develop and maintain clear, concise and transparent compensation practice documentation that is readily available to MBLL hiring managers and employees.
- Develop and facilitate effective communication strategies for both employees and benefit carriers regarding new programs, policy updates and other changes (e.g., changes as a result of collective bargaining).
- Participate in presentations to all levels of the organization regarding existing and new programming.
- Build partnerships and liaise with external organizations, especially crown corporations, to research and share information regarding programs.
- Provide primary representation for TR within the HR Division. Consult and collaborate on a regular basis with the internal HR Systems team, Recruitment team and HR Senior leadership. Provide guidance and expertise to ensure all decision making is in keeping with current practices, CBAs, regulations and MBLL policy.
- Lead departmental strategic planning and develop associated business initiatives.

### **Primary Qualifications:**

- A degree or diploma in Business, Management or Human Resource Management.
- A minimum of seven years' progressive experience in Total Rewards programming preferably in a unionized environment, including 3 years in a supervisory/leadership role. Must include sound knowledge of compensation theory and practice, including job evaluation, market research and benefits. An equivalent combination of education and experience may be considered.
- Demonstrated management experience and success with the ability to analyze and solve problems independently using good judgement, strong leadership and organizational skills, adoption of best practices, strong initiative and ability as a self-starter, excellent human resource management and labour relation skills.
- Excellent written and verbal communication skills and able to be persuasive using both methods of communication.
- Excellent interpersonal skills and professionalism to liaise and build positive relationships with staff, management, internal and external stakeholders.
- Strong skills and experience in research, analysis, investigation, decision making and problem-solving with the ability to conduct business in a confidential manner.
- Demonstrated ability to effectively manage and prioritize competing demands.
- Demonstrated commitment to customer/client service.
- Previous experience in a unionized environment is preferred.
- Extensive experience with HRIS systems.
- Sound knowledge of relevant legislation, collective agreements, employment standard act and Human Rights code.
- Experience and proficiency in Microsoft 365 (Word, Excel, Outlook, Teams and OneDrive) and database management.

### **Secondary Qualifications:**

- Certified as a chartered professional in human resources (CPHR, SHRM) or a compensation (CCP-Certified Compensation Professional) or benefits certification is considered an asset.

\*\*\* Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply. If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.

**Salary:** \$38.09-\$50.53  
**Bargaining Unit:** EXEMPT  
**Location:** Buffalo Place

Individuals should apply by completing our online application form at [www.mbl.ca/jobs](http://www.mbl.ca/jobs) or by submitting a resume and application to [careers@mbl.ca](mailto:careers@mbl.ca)

**All applications are due by June 5, 2023.**

We thank all interested applicants, however, only those selected for interviews will be contacted.

Posted: May 25, 2023