

People Operations Specialist



Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 25, 2024
Published : Sep 25, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

RouteThis is a Waterloo-based B2B SaaS whose time has come to level up! We're on a mission to intelligently automate customer support services with market leading software solutions that keep the modern, WIFI connected homes of the future optimized. RouteThis products are changing the world of technical support and we are looking for amazing talent to join our team and help us revolutionize this \$15 billion dollar industry.

We care deeply about our technology, resolving customer pain points, and getting stuff done fast and are looking for people who share these values and are ready to execute against them every day. We also care deeply about our employees and are looking for a People Operations Specialist to join our team to play an integral part of the People and Culture team and organization.

Reporting to the Vice President, People and Culture, this role is perfect for an HR professional who thrives in a fast-paced, dynamic environment and is passionate about fostering a fun, inclusive, and high-performing culture.

What You'll Do:

- **HR System Administration:** Be the go-to administrator for all HR systems, including Payroll, HRIS, and ATS. Lead the sourcing, implementation, and ongoing management of new HR systems, working closely with vendors and leading change management efforts.
- **Payroll and Benefits:** Manage company payroll and benefits programs, ensuring accuracy and seamless service for employees.
- **Office Management and Event Planning:** Ensure smooth office operations, including purchasing supplies, snacks, equipment, managing vendor relationships, and troubleshooting emerging issues. Organize key company events like Town Halls, Board Meetings, training sessions, and social events. Play a key role in our Joint Health and Safety Committee, helping maintain a safe and vibrant workplace. Work closely with Finance to manage purchasing and office expenses.
- **Talent Acquisition:** Oversee our Co-op student program, building strong relationships with colleges and universities. Manage job postings, vendor partnerships, resume screening, interviews, and offer processes. Partner with hiring managers to formulate and deliver an exceptional onboarding experience for new team members.
- **Employee Experience and Engagement:** Be a trusted point of contact for employees, handling day-to-day inquiries and building strong relationships across all levels of the organization. Develop the employee lifecycle experience, from onboarding to offboarding and everything in between. Oversee employee recognition programs, such as anniversary gifts, while championing a culture of celebration and belonging.
- **People Team Support:** Provide key support for employee relations, including employment verification, compensation changes, and file management. Analyze key employee metrics and make recommendations to improve policies and procedures while maintaining document revisions. Participate in cross-functional teams and special projects that help shape a thriving, high-performing culture.

What You Bring

- **Education:** Bachelor's degree, CHRP designation preferred.
- **Experience:** 3-5 years of HR experience, with a focus on People Operations (tech industry/start-up experience with a history of building programs and processes is a strong plus).
- **HR Expertise:** Solid knowledge of Canadian labour laws, occupational health and safety, and the Employment Standards Act, plus hands-on experience with payroll and benefits.
- **Tech Savvy:** Proficient in G-Suite and LinkedIn with the ability to quickly adapt to new tools and systems.
- **Financially savvy:** Ability to do Payroll and manage office expenses and work closely with the Finance Team.
- **Event Planning:** Proven ability to plan engaging, memorable events that build team culture and foster connection.
- **Values Driven :** A champion of our core values: Customer First, Own It, Innovate, and One [Team](#).
- **Skills:** Exceptional organization, communication, and project management skills with an unwavering attention to detail and ability to juggle competing [priorities](#).
- **Collaboration:** Community-oriented with high integrity, ethics, and the ability to inspire trust across all levels of the [organization](#).
- **Passion:** A people-first mindset with a deep commitment to Diversity, Equity, and Inclusion.

Why RouteThis?

- **Opportunity:** As a rapidly evolving startup, we are constantly facing new challenges and opportunities, while working with us, you can jumpstart and shape your career.
- **Team:** At RouteThis you will be working on a highly-motivated team, each team member has been carefully selected to ensure there is a fit with our values of One Team, Customer First, Innovate and Own It.
- **Fun:** We believe that work should be fun and engaging. We host social events both in person and virtual.
- **Total Rewards:** We offer a total compensation package that includes competitive salaries, stock options, extended long weekends, and a comprehensive benefits package.
- **Location:** Located in the "Silicon Valley of the North" we are proud members of the Waterloo-region in downtown Kitchener. We offer flexible work arrangements including hybrid and remote options across Canada.

Please note: We thank all applicants for your interest in RouteThis. Only those applicants selected for an interview will be contacted. Agency calls will not be accepted. RouteThis is an Equal Opportunity Employer and considers applicants for employment without regard to race, colour, religion, sex, orientation, national origin, age, disability, genetics or any other basis forbidden under federal, provincial, or local law. Please let us know if you require an accommodation due to a disability and we will work with you to address your needs.

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
