



# People and Culture Lead

## Position Summary

The People and Culture Lead at KCC Disaster Restoration Ltd (KCC) is a key operational role responsible for the day-to-to-day delivery of human resources functions. Working closely with the Operations Manager, this role supports the full employee lifecycle by coordinating recruitment, onboarding, employee relations, performance management, learning and development, health and safety administration, and HR compliance.

As KCC's primary People and Culture resource, the People and Culture Lead provides practical guidance and support to employees and leaders while ensuring employment practices are applied consistently, fairly and in compliance with company policies and applicable legislation. This role balances hands-on administration with employee relations, workplace investigations and coaching leaders through challenging employee situations, contributing to a respectful, accountable and engaged workplace.

## Core Responsibilities

### Recruitment and Employee Experience:

- Leads the recruitment, onboarding and offboarding process to support a positive employee experience.
- Coordinates employment documentation, pre-employment requirements, criminal record checks, and employee records throughout the employee lifecycle
- Supports leaders in attracting, integrating and retaining a skilled workforce

### Employee Relations:

- Serves as the primary People and Culture resource for employees and leaders, providing practical HR guidance and support
- Partners with leaders to address employee relations matters, performance concerns, attendance, workplace conflict, accommodations and return-to-work planning
- Facilitates workplace investigations, difficult conversations and corrective action while promoting fair, respectful and consistent employment practices
- Escalates complex or high-risk matters to the Operations Manager as appropriate

### Performance and Development:

- Coordinates performance management, employee development and mandatory training programs
- Supports leaders through coaching, performance conversations and the consistent application of company policies and employment practices
- Maintains employee certifications, training records and professional development requirements

## Health, Safety and Compliance:

- Support the administration of KCC's health and safety program including WorkSafeBC documentation, incident reporting and return-to-work coordination.
- Coordinates mandatory safety training, respirator fit testing and related compliance requirements
- Partners with operational leaders to promote a safe and healthy workplace while ensuring legislative compliance.

## HR Operations:

- Administers HR systems, payroll and benefit documentation, employee records and reporting requirements
- Maintains HR documentation, personnel files and confidential employee information, while identifying opportunities to improve HR processes and administrative efficiencies
- Support the implementation and consistent application of company policies and procedures
- Monitors workforce metrics, staffing requirements, and seasonal workforce needs in partnership with the Operations Manager

## Role Requirements:

- Minimum five (5) years of progressive Human Resources experience, preferably within construction, restoration, trades or another fast-paced operational environment.
- Post-secondary diploma or degree in Human Resources or related field
- CPHR designation or working toward designation is considered an asset.
- Demonstrated experience managing employee relations, workplace investigations and performance management.
- Strong knowledge of the BC Employment Standards Act, Human Rights Code, WorkSafeBC requirements and Occupational Health and Safety legislation.
- Experience supporting the full employee lifecycle, including recruitment, employee relations, performance management, payroll and benefits administration, and HR compliance.
- Excellent communication, conflict resolution and relationship-building skills.
- Strong organizational skills with exceptional attention to detail and the ability to manage multiple priorities.
- Ability to exercise sound judgement, maintain confidentiality and build trusted working relationships.
- Proficiency with Microsoft Office and HRIS/payroll systems.