



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/07

Human Resources Services Coordinator, Candidate Care

Job ID	74941-en_US-1563
Web Address	https://careers.indigenous.link/viewjob?jobname=74941-en_US-1563
Company	TC Energy
Location	Calgary, AB
Date Posted	From: 2020-10-19 To: 2050-01-01
Job	Type: Full-time Category: Resource Sector

Description

Human Resources Services Coordinator, Candidate CareReference Code: 74941 Location: Canada (CA) - Calgary, AB

Job Category: Human Resources

Employment Type: Employee Full-time

Relocation Eligibility: This position is not eligible for our relocation program

Application Deadline: 10/25/2020 We all need energy. It warms our homes, cooks our food, gives us light, and gets us where we need to go. It also improves our quality of life in countless other ways. At TC Energy, our job is to deliver that energy to millions of people who depend on it across North America. And we take our job very seriously. Guided by our values of safety, integrity, responsibility and collaboration, we develop and operate our facilities safely, reliably and with care for our impact on the environment. With our presence across the continent, our people play an active role in building strong communities. We're proud of how our hard work and commitment sets us apart and benefits society, every day. We're looking for new team members who share our values and are ready to take on exciting challenges. The opportunityReporting to the Manager, HR Services you will be responsible for oversight and coordination of the HR Services function that supports TC Energy's recruitment processes as well as other various HR programs and processes supported by HR Services. In this role, you will partner with the broad HR team to ensure effective support of the business and delivery of services. What you'll do

- Oversee execution of letter administration and monitoring of conditions within the recruitment process and as well as administration of various human resources processes
- Lead operational huddles, manage team scheduling and provide day-to-day direction on daily prioritization of work to ensure service level targets are met
- Provide guidance, coaching and support for team members to drive high quality work and ensure a consistent and effective approach to customer service and issue resolution
- Manage escalated issues within the team and collaborate with HR partners to resolve and find solutions to escalated and complex matters
- Manage documentation and templates to maintain quality and standards
- Deliver training and develop onboarding plans for new team members to build knowledge and ensure team compliance to work standards, processes and procedures
- Identify and implement continuous improvement opportunities to improve our service focused on effectiveness and efficiency
- Collaborate with key stakeholders to find solutions and communicate any relevant information and learnings
- Provide reporting and metrics on team's service levels and maintain audits
- Participate in ongoing training and learning opportunities as well as projects or initiatives.

Minimum Qualifications

- College or university degree in Human Resources, Business, or a related field
- Four or more years of HR or relevant experience
- Minimum of one year in a service role with the ability to provide exceptional customer service

Preferred Qualifications

- Effective verbal and written communication skills
- Strong proficiency in SuccessFactors and SAP, case management applications, and Microsoft Office Suite - Outlook, Excel, Word, and PowerPoint
- Consistently deliver exceptional customer service
- Ability to resolve inquiries in an effective and timely manner while managing competing priorities in a high-paced, deadline-driven environment
- Solid organizational, attention to detail, and time management skills to ensure that work related activities are completed in an accurate and timely manner
- Problem solver with critical thinking skills including an aptitude to adapt to change and thrive in a dynamic and complex organization
- Highly motivated to work in an open, team environment, employing a collaborative, continuous improvement mindset.

Working Conditions

• Flexibility to work various shifts between the hours of 7:00am-5:00pm MST Monday through Friday. About our business

TC Energy (formerly TransCanada) is a leading energy infrastructure company in North America. We have three complementary businesses of natural gas pipelines, liquids (oil) pipelines, and power generation. Our operations span three countries, seven Canadian provinces, and 34 U.S. states.

Our 4,900-kilometre (3,000-mile) liquids pipeline system connects growing continental oil supplies to key markets and refineries. The Keystone Pipeline System delivers approximately 20 per cent of western Canadian exports to key refinery markets in the U.S. Midwest and Gulf Coast, where it is converted into fuel and other useful petroleum products.

Apply now! Apply to this posting by 10/25/2020 using reference code 74941. You must apply through our jobs system at jobs.tcenergy.com. Only

applications submitted through our system will be acknowledged. Applications may be submitted using a mobile device or a desktop / laptop computer. TC Energy is an equal opportunity employer. Learn more Visit us at [TCEnergy.com](https://www.tcenergy.com) and connect with us on our social media channels for our latest news, employee stories, community activities, and other updates. Thank you for choosing TC Energy in your career search. * Depending on qualifications, the successful candidate may be offered a position at a more appropriate level and/or ladder. * Applicants must have legal authorization to work in the country in which the position is based with no restrictions. * All positions require background screening. Some require criminal and/or credit checks to comply with regulations. * TC Energy is committed to provide employment opportunities to all qualified individuals, without regard to race, religion, age, sex, color, national origin, sexual orientation, gender identity, veteran status, or disability. Accommodation for applicants with disabilities is available on request during the recruitment process. Applicants with disabilities can request accessible formats or communication supports by contacting careers@tcenergy.com.

For more information, visit TC Energy for Human Resources Services Coordinator, Candidate Care