



DIRECTOR, LABOUR RELATIONS

SilverBirch Hotels & Resorts, Corporate Office, Human Resources Department
1600-1030 West Georgia Street, Vancouver, B.C., V6E 2Y3

Full-time, Permanent

The Company

SilverBirch Hotels & Resorts has been a leader in the Canadian hotel industry since 1997, managing independent as well as branded hotels from coast to coast. We rely on our dynamic workforce team of nearly 4000 dedicated associates and leaders. Over the past 11 years, SilverBirch Hotels & Resorts has invested in, grown and developed a broad range of expertise in all aspects of hotel management with particular emphasis on sales, human resources and food and beverage as well as asset management.

Our philosophy is to sustain a balanced focus on our associates, our guests and the management of our properties. We foster the creation of value and results for all stakeholders. Relying on the strong foundation built over the years, we are now positioning for growth. With such an exciting portfolio of properties across Canada, SilverBirch Hotels & Resorts gives our associates the opportunity to create great experiences for our guests each time they choose to stay with us. Our Associates' dedication to the positions they hold brings to life our signature customer service experience that sets us apart from our competitors.

If you're looking for a career in a growing company with a strategic edge and focus on the future, with the added opportunity to work and contribute across this great country of ours, SilverBirch Hotels & Resorts is the place for you!

The Opportunity

Based in our corporate office in downtown Vancouver and reporting to the Senior Vice-President, Human Resources, the Director, Labour Relations will provide leadership and support for all labour relations matters at SilverBirch Hotels and Resorts. As an experienced and polished HR professional, the Director, Labour Relations is the key liaison between the Operations team, the Human Resources teams at Corporate office & the properties, our union partners and associations. The incumbent leads and or supports the relationships with our bargaining agents and represents SilverBirch's interests in all legal proceedings related to employment as well as ensuring we engage in proactive and effective labour practices throughout the organization. Relying on your exceptional interpersonal skills, you build strong relationships with our operations team who view you as an expert and seek your advice on an ongoing basis.

The Director, Labour Relations is a member of the Corporate HR leadership team and liaises extensively with other HR Directors as well as members of the Strategic Team as required.

As the Ideal Candidate for this Position, You possess:

- An under-graduate University degree in Human Resources or Industrial Relations. A graduate degree will be considered an asset.
- A proven track record of success in a labour relations role in a large, complex, multi-union and multi jurisdictions organization with a minimum of ten years of relevant work experience in a senior labour relations management position.
- Experience in a senior labour relations role in the service industry sector would be an asset.
- An in-depth knowledge of labour law and employment-related legislation in Canada.
- A Proven successful track record as the chief negotiator and spokesperson in collective bargaining.
- Demonstrable knowledge of collective agreement administration and labour relations.
- Superb administrative and negotiating skills.
- Excellent conflict-resolution and problem-solving skills, including the ability and capacity to listen, understand, assimilate and reconcile complex situations and divergent perspectives.
- Excellent organizational, interpersonal and analytical skills; good judgment and instincts, integrity and professional attitude.
- Superior oral and written communication skills.
- Excellent relationship building and coaching skills.
- The ability to engage in independent, consultative and collaborative decision making, and to think creatively.
- Proven ability to work constructively and collaboratively in a team based environment.
- Proven ability to appreciate the budgetary consequences of decision making.
- The ability and willingness to travel based on role requirements.
- Previous success as a change agent with a track record of building positive, constructive, modern labour relations.
- A CHRP designation, which is an asset.
- Bilingualism skills in English and French, which is an asset.

Scope of this Position and Key Responsibilities

- The Director of Labour Relations opportunity is a new role within the SilverBirch family.
- Participates as a member of the Corporate Human Resources Leadership team contributing to strategic decision making, policy development and operationalizing HR priorities within the labour relations scheme.
- Leads a variety of labour relations responsibilities including: developing a Labour Relations environment that supports the strategic direction of the organization; negotiating collective agreements; directing the administration/interpretation of collective agreements; providing training programs for management staff; providing support in addressing employee discipline; and working with property HR teams in preparing and presenting arbitration cases.
- In collaboration and consultation with the Corporate Human Resources Leadership team and Regional teams participates in the development of effective and proactive strategies and initiatives for improving the overall employee relations environment.
- Maintain strong relationships with legal counsels.
- Establishes and maintains effective working relationships with unions to facilitate a positive labour relations environment.

- Provides strategic advice to managers and senior administration on resolution of complex labour relations matters, emerging trends and jurisprudence.
- Provides strategic leadership for collective bargaining, creates the mandate proposal in collaboration with the properties leadership team and secures mandate from Strategic team.
- Acts as the chief spokesperson in all staff collective bargaining, leading bargaining teams, identifying key issues, determining strategies and priorities, preparing proposals, reviewing research for supporting data and rationales, analyzing union proposals and writing collective agreement settlement language.
- Participates as a member of committees arising out of collective agreements and association agreements.
- Determines collective agreement language interpretation on behalf of the employer.
- Provides coaching, strategic advice, and leadership to the property Human Resource generalists supporting them in their day to day management and resolution of matters related to labour relations, including discipline, attendance management, collective agreement interpretation and legal precedent.
- Represents the employer in final stage grievance meetings. In collaboration with the Senior Vice President, Human Resources determines employer response, including applying creative problem solving techniques and conflict resolution techniques as appropriate to resolve issues.
- Tracks grievance and hearing activity to identify emerging labour relations issues to be addressed through collective bargaining, policy development or proactive practice including management development.
- Acts as the employer contact for all legal proceedings involving employment.
- Manages responses to applications for certification of new bargaining units.
- Leads strategy development and preparation for all labour relations related hearings (ex. arbitrations, labour relations board, human rights, and employment standards) with assistance from teams at the properties, Corporate Human Resources team and legal counsel if required.
- Manages, coaches and develops the HR teams with regards to their labour relations skills and abilities while being consistent with HR values and team principles.
- Liaises with the Senior Vice President Human Resources to ensure linkage of labour relations strategies and approaches with overall strategic organizational strategy.
- Conducts workshops for HR colleagues and other management personnel with respect to collective agreement interpretation and administration.
- As a Director within our company, this position will have heavy interaction with the SilverBirch Regional Vice Presidents with some contact with the executive Strategic Team.
- This key, human resources role has the requirement to work a varied schedule that may include evenings, nights and weekends.
- As the Director of Labour Relations, the travel requirement is approximately up to 40%.
- Salary for this position will commensurate upon experience.

**** Note: Applicants must be eligible to work in Canada at the time of application****

If you are interested in joining our Corporate Team, then we want to hear from you!

Application deadline is Friday, September 10, 2010

Please forward your Resume and Cover Letter to:

Sandra Kosor

c/o Human Resources Department

corporatecareers@silverbirchhotels.com

www.silverbirchhotels.com

SILVERBIRCH HOTELS & RESORTS IS SUPPORTIVE OF WORKFORCE DIVERSITY AND ENCOURAGES APPLICATIONS FROM QUALIFIED INDIVIDUALS.