

## HUMAN RESOURCES MANAGER

WEST KELOWNA

**\$90,000 – 110,000**

### ABOUT THE COMPANY

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Founded in 1961 in Calgary, Alberta, Alpine Helicopters has grown into a recognized leader in the Canadian helicopter services sector. Operating from seven permanent bases across British Columbia and Alberta, Alpine maintains a fleet of 40 helicopters and completes more than 20,000 flight hours annually, including over 3,000 sightseeing tours to date, while supporting clients across a wide range of sectors. Alpine specializes in heli-skiing, fire-fighting, utility and mining support, mountain rescue, and heli-tourism, with year-round operations designed to meet diverse client needs.

For more than 60 years, Alpine has adhered to strong corporate and community values, priding itself on being a good neighbor, supporting the communities where it operates, and valuing the contributions of its employees. The company is committed to delivering reliable, high quality service through well maintained equipment, a world class Safety Management System, and ongoing investment in both human and physical capital. Its vision is to be recognized as Canada's leading helicopter operator and employer, driven by innovation in safety, technology, and employee excellence. With safety at the forefront, Alpine fosters a culture of integrity, accountability, and community, giving customers the confidence that Alpine will continue to exceed expectations in service and professionalism.

### ABOUT THE ROLE

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Reporting to the Chief Financial Officer, the Human Resources (HR) Manager will lead and oversee all aspects of HR to support both the operational and strategic goals of the company. This is a standalone HR role, with responsibility spanning recruitment support, onboarding, performance management, compliance, and employee relations across a dispersed workforce operating from seven bases in Western Canada. The HR Manager ensures compliance with the Canada Labour Code and related federal programs, including employment equity, accessibility, pay equity, health and safety, and reporting requirements.

Key priorities include advancing performance management practices, strengthening employee relations, and equipping managers with training, coaching, and policy guidance. The HR Manager works closely with Finance on payroll, benefits, and compliance reporting, while also partnering with leaders across the organization to build strong teams, enhance engagement, and foster a positive workplace culture.

### KEY RESPONSIBILITIES

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**Ensure compliance and policy management by:**

- Maintaining up-to-date knowledge of employment standards, federal regulations, and company policies;

- Developing, updating, and communicating the employee and manager handbooks to ensure clarity and compliance;
- Overseeing reporting obligations under the Employment Equity Act and ensuring timely submission;
- Managing the company's Drug and Alcohol policy and testing program (SureHire);
- Maintaining accurate and confidential employee records (Laserfiche);
- Communicating leave and absences with Financial Controller;
- Providing required compliance reporting (e.g., Statistics Canada) and income/employment verifications; and
- Advising of Profit Share eligibility, as required.

**Managing the health, safety & wellness programs by:**

- Serving as primary contact with benefits provider (SunLife) and employee assistance program (Greenshield+);
- Preparing and submitting monthly reporting (SunLife, AIG) to the Financial Controller;
- Administering employee benefits, including eligibility tracking, enrollments, changes, and terminations;
- Managing disability, WorkSafe claims, accommodations, and return-to-work processes; and
- Ensuring compliance with reporting requirements related to workplace violence, harassment, and safety.

**Leading the recruitment and onboarding efforts and processes by:**

- Maintaining current job descriptions (word and pdf) and organizational charts (Visio);
- Partnering with hiring managers to initiate requisitions and guide recruitment processes;
- Assisting with full-cycle recruitment, including posting, interviewing, selection, and contract preparation (as requested by Dept lead);
- Ensuring accurate record-keeping for recruitment competitions;
- Designing and facilitating onboarding and orientation processes to meet operational and regulatory needs; and
- Managing the general HR inbox and responding to recruitment-related inquiries.

**Overseeing the training, development and performance management processes by:**

- Implementing and managing performance management programs that support professional growth;
- Coaching and advising managers on effective people management, employee relations, and policy adherence;
- Guiding leaders through employee performance issues and recommends progressive disciplinary action;
- Developing and updating HR policies and educates managers on application;
- Acting as a trusted resource for employees seeking to raise concerns or guidance; and
- Facilitating employee offboarding and exit processes.

**Fostering employee relations and engagement throughout the company by:**

- Fostering a positive workplace culture through engagement, conflict resolution, and retention initiatives;
- Managing recognition and awards programs (Terry Berry) and employee perks (IKON pass, CMH experiences);
- Ensuring accurate and current contact lists, emergency contacts (CIRRO), and distribution groups;
- Supporting with the facilitation of company Town Halls and other employee event planning; and
- Developing and publishing company newsletters (Canva) to strengthen communication and engagement.

**SKILLS, ABILITIES, AND EXPERIENCE**

- 5–7 years of progressive HR experience, including employee relations, recruitment, and policy administration
- Post-secondary education in Human Resources or a related field; CPHR designation (or working toward it) is considered an asset
- Comprehensive knowledge of Canadian employment legislation, workplace safety, and human rights requirements
- Strong background in compliance reporting, benefits administration, health and wellness programs, and return-to-work processes
- Expertise in talent acquisition, retention strategies, and building positive workplace culture
- Experience handling conflict resolution, workplace investigations, employee engagement initiatives, and progressive discipline
- Skilled in performance management and coaching, supporting leaders in feedback and development
- Proficient with HRIS and records management systems
- Exceptional communication and interpersonal abilities, fostering trust and engagement across all levels of the organization
- Adaptable, resourceful, and discreet, thriving in dynamic and safety-sensitive environments such as aviation or transportation

This is an exciting opportunity to join a well-established and respected organization where safety, community, and people come first. At Alpine Helicopters, you'll be part of a team that values integrity, professionalism, and continuous improvement, while supporting dynamic operations across Western Canada. If you're ready to bring your HR expertise to an industry-leading organization and make a meaningful impact, we'd love to hear from you. Please submit your application by email to Dushyanthi Krishna at [Dushyanthi.krishna@mnp.ca](mailto:Dushyanthi.krishna@mnp.ca).