



# Opportunity Profile

HUMAN RESOURCES MANAGER

AQUA FAST FLUSH

---

NELSON/KRAFT  
AND ASSOCIATES

# EXECUTIVE SUMMARY

Aqua Fast Flush is looking for a detail-oriented HR professional to join their team as Human Resources (HR) Manager.

The HR Manager will play an important role in fostering a collaborative, inclusive, and high-performing culture at Aqua Fast Flush. In partnership with the leadership team, you will take on the role of an active and visible change agent, supporting the ongoing transformation of the team into an adaptable, resilient, and integrated organization.

This role will assist in creating, implementing, and maintaining people initiatives that enhance the teammate experience for both hourly and salaried teammates. As a people leader, the HR Manager will support initiatives that impact talent attraction, development, performance management, employee engagement, recognition, and succession planning.

If you are someone who enjoys mentorship and building employee planning processes, we would love to hear from you!





# WHO WE ARE

Aqua Fast Flush fields a large and versatile service fleet along with trained technicians who are ready to respond to our customers' calls fast. Industries from across southern and southwestern Ontario count on our crews to arrive with the right equipment to deliver the complete drain cleaning solutions they need.

Located in Hamilton, ON, Aqua Fast Flush is a complete solutions provider for above and below drainage issues with clients in both the private and public sector. With more than 30 years of experience, Aqua Fast Flush is seeking a relational HR Manager to join our team.

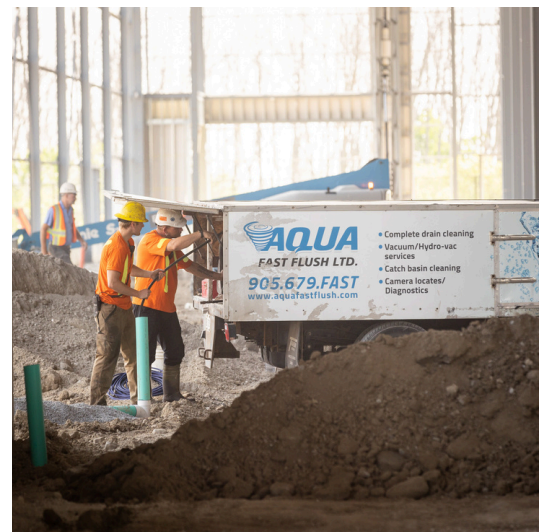
## Our Services

- High pressure flushing
- Catch basin cleaning
- Grease trap cleaning
- Hazardous material services
- Spills & clean up
- Emergency response services
- Camera video inspection & locating
- Confined space services
- Tank cleaning services
- Preventative drain maintenance
- Kitchen stack cleaning
- Sewer pipe augering/snaking
- Tree root removal
- Plumbing repairs & replacement
- Pipeline excavation

# KEY RESPONSIBILITIES

## Recruitment, Onboarding & People Development

- Lead recruitment and selection processes including posting job opportunities, reviewing resumes, coordinating interviews, and doing reference checks.
- Manage and support the onboarding process for new hires, ensuring a smooth transition into the organization's work and positive culture.
- Implement and oversee employee evaluation systems to drive the growth and effectiveness of team members.
- Support and coach leadership in assessing individual, team, and organization-wide development needs, and conduct or secure training and workshops.
- Collaborate with other team members to identify training needs and coordinate professional development opportunities for employees.
- Create active employee development and succession plans and provide coaching of individuals to facilitate growth and retention.





## Employee Relations

- Build trust with employees, being an active listener and effectively solving issues.
- In partnership with the leadership team, lead efforts to gain staff input, creating solutions to further improve the organizational culture and foster an engaged and collaborative environment.
- Act as a point of contact for employee inquiries, providing support on HR policies and procedures.
- Assist in organizing employee engagement activities to foster a positive workplace culture.
- Act as a resource and/or participate in cross-functional teams, as requested.
- Research and identify new rewards and recognition strategies to continually enhance employee engagement and motivation.
- Facilitate employee satisfaction surveys, follow up on issues and opportunities, and collaborate with the leadership team to continually strive for improved results.
- Address and positively resolve employee conduct issues and conflicts.

## HR Administration & Compliance

- Maintain accurate employee records and ensure compliance with HR and occupational health and safety regulations.
- Ensure the timely completion of employee performance appraisals.
- Stay informed about HR laws and regulations to ensure company-wide compliance.
- Continue to update policies, processes, and procedures to ensure a solid operational foundation, while promoting organizational culture and values.
- Conduct investigations into employee concerns, complaints, and safety incidents by following the applicable company and legislated processes.
- Support the administration of employee benefits programs and assist in addressing benefits related inquiries.
- Assist in the preparation of reports and documentation for audits and participate in following up on action items to ensure timely completion.
- Ensure payroll processes are documented, effective, and run on time.
- Support the development and implementation of new HR programs and initiatives.



# QUALIFICATIONS

- 3-5+ years of relevant work experience.
- Post-secondary diploma/degree in human resources, business, psychology, or a related field.
- Certified Human Resources Professional (CHRP) designation, an asset.
- Able to maintain confidentiality and handle sensitive information with discretion.
- Able to motivate and build trust across the organization.
- Detail-oriented with strong organizational and time-management skills.
- Gifted at engaging people and influencing positive culture and relationships.
- Excellent communication and interpersonal skills.
- Able to collaborate effectively with cross-functional teams.
- Able to work in a fast-paced environment and adapt to changing priorities.
- Aligned with and able to model the company values of punctuality, honesty, innovative thinking, tenacious energy, effectiveness, and safety.

# OUR SEARCH TEAM



jeff@nelsonandkraft.com  
647.409.2922

## **JEFF PITCHFORD** LEADING THE SEARCH

Jeff is an accomplished Senior Executive, with over 25 years of leadership experience across the chemical manufacturing and food processing industries. He wears many hats including Business Consultant, Executive Coach, Board Member, Forum Chair and Birkman Certified Professional. Jeff specializes in leadership development and team-based business success. He is passionate about developing leaders and building high performance teams.



ryan@nelsonandkraft.com  
416.278.9166

## **RYAN FERNANDES** SUPPORTING THE SEARCH

Ryan brings over 15 years of progressive financial, people and global leadership experience across a broad spectrum of Fortune 500, private equity and private businesses ranging from CPG, automotive, food and beverage, and supplements. Having been both a candidate and a hiring manager with several executive recruiters, Ryan has the perspective to help a client clearly articulate their needs and wants as well as identifying a candidate who will excel in the role.



matt@nelsonandkraft.com  
613.355.1412

## **MATT ROBBERSTAD** SUPPORTING THE SEARCH

Matt is an accomplished Talent Acquisition Manager with a strong background in the non-profit sector. With over a decade of leadership experience in recruitment and retention, he has a proven record of success. Matt has effectively managed end-to-end recruitment processes for a wide range of positions at Christian Horizons, a major faith-based developmental service organization in Canada. His extensive expertise in recruitment and selection enables him to identify the ideal candidates for various organizational roles.



# ESTIMATED SEARCH TIMELINE

While every search is dynamic and time frames are hard to predict, the following is an overview of the expected timeline and details for this search:

**Location:** Binbrook, ON

**Application Deadline:** open until a suitable candidate is found

**Start Date:** TBD

## HOW TO APPLY

Apply online at [nelsonandkraft.com/jobs](https://nelsonandkraft.com/jobs) with your cover letter and resume. You must be eligible to work in Canada.

Nelson/Kraft & Associates Inc. is an executive consulting firm that specializes in working with not-for-profits and for-profit businesses across Canada, assisting them in the placement of senior executives and directors.

Nelson/Kraft & Associates Inc. welcomes and encourages all interested applicants to apply for this position and is committed to the principles of diversity and inclusion in its hiring practices, and will only make distinctions among interested applicants in accordance with the applicable Human Rights legislation.

Nelson/Kraft & Associates Inc. also welcomes and encourages applications from candidates with disabilities. Accommodations are available on request for candidates taking part in the selection process. If you require disability-related accommodation during the recruitment process, please contact us.