

Professional Job Position Description

Section I: Position information

Effective date: 2026-09-01 ☒ Update only ☐ Classification review	
Position title	Human Resources Client Partner
Position number	999792, 998858, 998860
Classification level	Excluded Professional C
Position affiliation	☐ AUFA ☒ Excluded
Location	Virtual
Department	Human Resources
Reports to	Director, Human Resources

Position summary

Briefly describe the main purpose(s) of the position.

Reporting to the Director, Human Resources, the Human Resources Client Partner (HRCP) is a member of the HR Management Team responsible for partnering with leaders across the organization in providing Human Resource expertise and support.

As a member of the HR leadership team, the HRCP serves as the ambassador for the HR department and demonstrates and models Athabasca University's Strategic Plan - Like No Other in all interactions with internal and external stakeholders.

As a Strategic Business Partner and Human Resources Generalist, the incumbent is responsible for maintaining client portfolios and for providing a consultative service in the areas of Workforce Planning; Performance Management; Employee Relations; Crisis Management; Employee Training and Development; and Leadership Training and Development.

The HRCP is also responsible for participating in the development and delivery of Human Resources operational and strategic departmental goals.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Client Service (90%)

Responsible for working with portfolio clients in assessing unit and department needs as part of both short- and long-term employee and operational planning.

This position plays a key role in collaborating with other Human Resources units to ensure seamless HR services are delivered to the various client groups.

Responsible for coaching and advising portfolio clients in all areas of Human Resources as they relate to the employee life cycle, including workforce planning and recruitment, on-boarding, orientation, employee changes, probation, promotion, tenure review, employee engagement, employee relations, performance management, training and development, succession planning, and conclusion of employment.

Advisory Services

- Coach and advise managers and leaders on collective agreements, AU policies and Procedures, related legislation (e.g. Freedom of Information and Protection of Privacy Act (FOIP), Employment Standards etc.)
- Coach and guide managers and leaders in establishing clear workplace expectations, providing effective feedback, addressing performance concerns, and applying appropriate performance management practices, including the development and implementation of Performance Improvement Plans where required.
- Cultivate a deep understanding of AU business operations and facilitate a balance between unique business needs, AU policies and guidelines and employment legislation.
- Advise, guide and provide timely and accurate information in all related HR areas.
- Educate and coach managers on the proper application of HR tools, programs and policies including examples and demonstrations of best practices.

Workforce Planning

- Work closely with leadership to plan for current and future workforce needs in alignment with AU's "Like No Other" strategic direction.
- Working in partnership with the Lead, Talent Acquisition, incorporate new recruiting initiatives, advise clients on best practices in recruitment and make recommendations to improve the employment brand.
- Responsible for sharing reports and metrics with clients which inform workforce planning and retention initiatives. Makes recommendations to improve recruitment and retention strategies based on metrics, employee interviews and industry better practices.

Employee Relations

- Provide advice on collective agreements and policies relating to all groups of employees and associations.
- In collaboration with clients, resolve workplace issues at earliest opportunity. This can include exploring and resolving matters through fact finding initiatives. Assists management teams with conflict management, disagreements and/or dispute resolution or other employee relations matters.
- Partner with management to address complex performance and conduct matters, including defining appropriate performance expectation, identifying opportunities for improvement, and developing Performance Improvement Plans
- Establish and maintain strong working relationships with all operational areas and provide value added thought leadership and issue resolution.
- Address and appropriately escalate employee issues with a focus on risk mitigation and timely resolution.

- Develop effective working relationships to promote a collaborative and problem-solving approach to issues management
- As part of the HR leadership team, provide input and initiate actions to ensure the ongoing alignment of the HR function with AU strategic goals.
- Ensure the human resources and payroll teams are kept apprised of business unit changes and policy/program revisions.

Responsible for maintaining an excellent working knowledge of, and for advising clients appropriately of, collective agreements, applicable legislation, case law, processes, policies, procedures and industry practice and trends.

Classification and Job Evaluation

- Provide advice on job design and job content to assigned clients
- Participate as a committee member in determining appropriate classification outcomes using Athabasca University's job evaluation framework.

Policy, Procedure and Process Review (5%)

In cooperation with the Director, Human Resources, ensure HR related policies, procedures and process documents remain current, efficient, and adhere to applicable collective agreements; legislation; case law; and industry practice and trends.

Responsible for working in collaboration with clients to ensure that AU policies and procedures that may have HR implications or process requirements are in compliance with collective agreements; legislation; case law; and industry practice and trends.

Special Projects (5%)

- Responds to and supports organizational changes.
- Collaborate with stakeholders to develop a talent management plan and strategy to retain staff and develop long term career development.
- Develop and execute corporate initiatives and special projects as required, including HR tools, programs and policies.

As directed by the Director, Human Resources, participate in other special HR related projects as assigned.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Communication

The HRCP must possess excellent written and verbal communications skills. The incumbent must be able to communicate effectively with the HR Team as well as clients and external stakeholders using objective listening skills, in particular and as related to sensitive and confidential situations. The HRCP requires excellent and adaptable negotiation skills, as well as excellent presentation skills, with the ability to influence and persuade clients and stakeholders, gain acceptance of recommendations, and effectively navigate differing perspectives and levels of resistance.

Supervision

No supervision of positions.

Impact of service or product

Responsible for advising clients on all matters of Human Resources as they relate to applicable legislation, collective agreements, processes, policies and procedures. This position is also responsible for participating in the development and implementation of Human Resources operational and strategic departmental goals that support the overall institutional strategic goals and mandates. Advice provided to clients as well as the application of HR related strategic goals and mandate will have a significant impact on employee retention, development, security and sustainability. The decisions made and implemented in this position can also readily influence the collective bargaining process, and in turn, the University's largest individual cost driver (compensation and benefits). Areas such as employee relations and labour relations can be particularly affected by this position.

Independence of action

The incumbent is expected to manage independently and with limited direct supervision in all areas of responsibility, routinely consulting with all members of the HR Management Team and other Directors, Deans and Executive Officers, and external stakeholders as appropriate. The HRCP is required to address matters requiring input, clarification or resolution, and will be expected to use proper judgment and effective diplomacy in all interaction. The incumbent will represent the University when required and is expected to expand professional expertise and maintain professional contacts that support assigned functions.

Complexity

The range and diversity of responsibilities assigned to the HR Client Partner are complex and encompass a broad and varied scope of HR, employee relations and organizational matters. Day-to-day requirements and complexities vary significantly and require the incumbent to assess

competing priorities, interpret policies, legislation and collective agreements, evaluate risk and develop solutions where established approaches may not always apply.

The incumbent provides strategic and operational advice and recommendations that may have significant implications for clients, employees and the University. Decisions and recommendations may impact HR and organizational strategies, outcomes, employee relations and future precedent. The incumbent must balance immediate operational needs with broader University objectives and effectively navigate competing interests and perspectives.

The position requires a strong understanding of university operations, emerging trends in the post secondary sector, legislation, case law and best practices. Highly developed problem-solving, analytical and interpersonal skills are required to assess complex situations, anticipate potential implications, develop practical solutions, and effectively influence and support leaders in addressing sensitive and challenging workplace matters.

Planning

Advanced planning and organizational skills are essential for this position as daily operations will vary significantly with frequently shifting priorities and deadlines. The incumbent will participate in the formulation and implementation of Human Resources operational and strategic goals.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature	Rodney Yaremchuk	Date 2026-09-01

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

Four-year undergraduate degree in Human Resources and/or Labour Relations plus a minimum of 5 years' related experience is required. Certification of or progression toward a Certified Human Resources Professional (CHRP) preferred.

Excellent knowledge of Human Resources and Employment Services practices and the ability to identify and address client and University needs is required. Experience in a unionized environment is required. Strong leadership, communication and negotiation skills with demonstrated written, verbal and presentation skills considered an asset.

Strong knowledge of HRIS and information technology as well as a strong functionality of Microsoft Office Suite and database computer programs is preferred.

An equivalent combination of education and experience may be considered.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.