

## People and Culture Business Partner

### Description

RouteThis is a Waterloo-based B2B SaaS whose time has come to level up! We're on a mission to intelligently automate customer support services with market leading software solutions that keep the modern, WIFI connected homes of the future optimized. RouteThis products are changing the world of technical support and we are looking for amazing talent to join our team and help us revolutionize this \$15 billion dollar industry. We care deeply about our technology, resolving customer pain points, and getting stuff done fast and are looking for people who share these values and are ready to execute against them every day. We also care deeply about our employees and are looking for a People and Culture Business Partner to join our team to play an integral part of the People and Culture team and organization in shaping our people practices and supporting the business to execute on business priorities. This role will report into the Vice President, People and Culture. Job duties will include : Building relationships with client groups and collaborating with leaders to drive business results. Attracting and selecting talent with leaders for their respective client groups. Through this process will need to coach managers on all elements of recruitment and onboarding from creating a recruitment strategy plan, interviewing candidates, negotiating contracts and ensuring an onboarding plan is in place and monitored. Making recommendations on improving the organization's policies and procedures to help attain improvements and compliance in human resources. Leading compensation, performance management and talent review programs for respective client groups. Work with leaders on improving engagement and develop managers / employees. Proactively raising performance related issues and helping leaders root cause them to find a solution. Participate on teams, committees and special projects to help make a difference in the organization and establish a high performing and thriving company culture. Drive our culture by working closely with the management team and coaching them and employees to foster a high performing team. Interpreting various data points and asking critical questions to evaluate and make recommendations to support sound business decisions. What you bring to the table: Bachelor's Degree, CHRP or CHRL Certification preferred. Minimum of seven years experience in Human Resources, with recent experience as a business partner. Business acumen – tech industry experience is preferred. Start up, scale up experience preferred. Experienced in employee relations, performance and talent management, and culture building. A champion of our values of Customer First, Own It, Innovate and One Team. Strong integrity and ethics. Excellent organizational skills to juggle competing priorities. Results driven professional that can produce outcomes with a laser focus on critical business demands. An ability to build trust and credibility across the company to encourage an open door and open communication environment. Must be confident and seen as an expert in the HR field to offer sound advice. Excellent verbal and written communication skills. Champion for culture and diversity initiatives. Strong executive presence and ability to influence. People oriented with a proven track record in being a champion for Diversity and Inclusion. Who we are: RouteThis is a SaaS technology company that is changing the way ISPs and Smart Home companies handle technical support around the world. Instead of dealing with frustrating, long support calls where agents are unable to accurately identify issues, the RouteThis platform gives technical support teams the answers they need to immediately identify and resolve customers' issues — or help customer to solve it themselves before even needing to call. We are headquartered in the Waterloo Region and our customers are all over the globe. If you want to work on the next generation of network diagnostics that provides a disruptive new approach for tech support teams, you should be working at RouteThis! Why RouteThis? Opportunity:

### Hiring organization

RouteThis

### Job Location

Waterloo/ Toronto/ Hybrid

### Base Salary

\$ 60000 - \$ 90000

### Date posted

June 9, 2024

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As a rapidly evolving startup, we are constantly facing new challenges and opportunities, while working with us, you can jumpstart and shape your career. Team: At RouteThis you will be working on a highly-motivated team, each team member has been carefully selected to ensure there is a fit with our values of One Team, Customer First, Innovate and Own It. Fun: We believe that work should be fun and engaging. We host social events both in person and virtual. Total Rewards: We offer a total compensation package that includes competitive salaries, stock options, extended long weekends, and a comprehensive benefits package. Location: Located in the Waterloo-Silicon Valley of the North we are proud members of the Waterloo-region in downtown Kitchener. We offer flexible work arrangements including hybrid and remote options across Canada. Please note: We thank all applicants for your interest in RouteThis. Only those applicants selected for an interview will be contacted. Agency calls will not be accepted. RouteThis is an Equal Opportunity Employer and considers applicants for employment without regard to race, colour, religion, sex, orientation, national origin, age, disability, genetics or any other basis forbidden under federal, provincial, or local law. Please let us know if you require an accommodation due to a disability and we will work with you to address your needs. Please mention the word \*\*EVENTFUL\*\* and tag RMy4yMzkuMTg5LjY1 when applying to show you read the job post completely (#RMy4yMzkuMTg5LjY1). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

## **Contacts**

Job listing via [RemoteOK.com](https://www.RemoteOK.com)