

TALENT ACQUISITION SPECIALIST

Bring your expertise in high-volume recruitment and talent acquisition in a digital domain including social media, community management, email, digital storytelling, mobile and technology solutions to contribute to Community Living Toronto's transformation.

Under the leadership of the Talent Acquisition Manager, serve as the voice and recruiting arm of Community Living Toronto's digital presence.

Key Responsibilities

Overview –

- Initiate and manage end-to-end recruitment for both internal and external hires with a focus on efficient processes
- Lead the online recruiting strategy and execution needs
- Research, create, and implement a social media strategy to highlight Community Living Toronto's brand
- Build and engage an online community
- Ensure all Talent Acquisition Social Media strategies, programs and processes enable Community Living Toronto's strategic objectives of sourcing, attracting, recruiting, and selecting the most qualified people
- Effectively engage hiring managers across Community Living Toronto to understand and respond to their unique hiring requirements utilizing Social Media
- Contribute to and support the ongoing performance and growth of the utilization of Social Media with all Talent Acquisition and HR team members
- Serve as a thought leader and subject matter expert and become a Developmental Services Sector thought leader on the use of social media
- Support an optimal candidate experience while leveraging and promoting the brand of Community Living Toronto
- Provide strategic advice to Talent Acquisition, Human Resources, Leadership, and the broader employee population driving Community Living Toronto's employer brand and digital media initiatives
- Under the leadership of the Talent Acquisition Manager, manage both internal and external relationships with the Talent Acquisition team
- Support Community Living Toronto in meeting its strategic goals and objectives through the implementation and enhancement of existing practices, implementing new processes and procedures that reflect best practices, legislative requirements and collective agreements
- Contribute to benchmarking Talent Acquisition through key success measures such as time-to-fill, candidate experience, and Hiring Manager satisfaction
- Participate in the review of the onboarding process and making recommendations to update or revise procedures to create efficiencies and improve new employee integration within Community Living Toronto
- Support and participate in effective change management practices within Talent Acquisition, HR and across Community Living Toronto
- Work collaboratively with all HR team members

Social Media / Online Recruiting, Branding, and Employment Marketing –

Recruiting –

- Responsibility for the full life cycle of talent acquisition including sourcing, attraction, screening, interviewing and providing hiring recommendations

- Engage both proven and new and innovative social media talent sourcing methods to source top-notch candidates and develop a future pipeline including:
 - Screen, interview and present top candidates to the Hiring Manager for interviews
 - Ensure a robust talent pipeline within the applicant tracking system, updating the system with all candidate activity, accurately and timely to support sourcing, selection, reporting, and talent planning
- Together with the Talent Acquisition Manager, assist in providing strategic direction and guidance on Talent Acquisition processes and activities by consulting with Hiring Managers and providing value-added talent acquisition services including sourcing strategies, job posting tactics, interpretation of candidate assessments, interviewing best practices and suitable compensation recommendations
- Manage communication with candidates and the Hiring Manager
 - Present offers of employment and collect all new hire documentation
 - Process reference checks, employment verification and education/credential verification
 - Ensure prompt mandatory employment clearance: Vulnerable Sector Screen, Medical clearance
 - Onboarding
- Provide constructive feedback and recommendations to other Talent Acquisition team members, hiring managers, and candidates to ensure that the most qualified talent is selected for a given role
- Assist in the development of, and utilization of, behavioural-based interview guides, including competency-based assessment questions; oversee the use of formal assessment tools to evaluate candidate skills
- Maximize the efficiency and timeliness of the recruitment process while demonstrating the highest level of quality
- Participate in the development of, and effectively utilize, tools and systems for applicant tracking and ensure that recruitment practices are in compliance with relevant collective agreements, government standards and legislation
- Develop a talent pool to be able to tap into candidates for future positions and temporary opportunities

Branding and Employment Marketing –

- Develop Community Living Toronto’s social media employment brand and lead online employment marketing initiatives, online branding campaigns, and online internal referral program
- Understand Community Living Toronto’s vision, values, and mission and connect and promote that purpose at all times
- Act as the social media “Brand Ambassador” and attend both in-person and virtual career fairs as a representative of Community Living Toronto’s Talent Acquisition team
- Nurture social media communities through daily monitoring, publishing and engagement
- Create, place and track content on social media channels
- Monitor messages and comments quickly and professionally
- Present social media strategies to Talent Acquisition team members, HR team members, Hiring Managers, and others to encourage social media engagement
- Identify content trends on digital initiatives drawing on a knowledge of copywriting, video and graphic design, and social media channel nuances and audience behaviour
- Write, design social graphics and strategize to create and plan relevant new digital, social and mobile content strategies and campaigns
- Compile and analyze content performance (both qualitative and quantitative insights) and recommend refinements
- Manage end-to-end recruitment for both internal and external hires with a focus on building the Talent Acquisition brand within Community Living Toronto
- Utilize social media and various marketing tools to attract the best candidates

Technology, Data Management, and Analysis –

- Act as the primary contact for candidates through all social media and technology platforms
- Participate in the installation and implementation of a Talent Acquisition System

- Participate in the development, deployment and training of, and effectively utilize, tools and systems for applicant tracking
- Accountability for collecting and assisting in the reporting of standard metrics for the Talent Acquisition team to be used to identify trends and opportunities for improvement

Candidate Profile

Required Experience and Qualifications –

Experience –

Candidates must possess:

- The ability to communicate digitally with a high level of precision (no spelling errors) to reflect Community Living Toronto's brand in a timely manner
- The ability to understand and embrace the reality that social media operates outside of traditional business hours
- Ability to use online listening, curating, publishing and measurement platforms and tools effectively
- Microsoft Office software skills, with knowledge and experience using SharePoint, Word, Excel, and PowerPoint
- A deep understanding of current and future trends in social media / online recruitment strategies and tactics
- Commitment to ongoing learning through industry group involvement and attending conferences
- Excellent communications skills including verbal, written, and video or other virtual methodologies
- The ability to translate data into meaningful metrics and reports
 - Experience tracking and using key metrics to drive continuous improvements regarding recruitment decisions and the quality of hires
- Possesses not only familiarity with Applicant Tracking Systems but has experience in the implementation of Applicant Tracking Systems
- Familiarity with Social Networking Apps and demonstrated previous success in developing a social media presence and sourcing solutions
- The ability to build positive candidate experiences and manage candidate communities
- Have had past accountability for the quality and depth of talent acquisition throughout an organization, ensuring that the right people are recruited for the right positions
- Had responsibility for all aspects of sourcing, attracting, and recruiting vital talent
- The knowledge and experience to understand the organization's Talent Acquisition function from both a strategic and an operational perspective
- The ability to adhere to strict confidentiality regarding all files, documents, and information
- Experience providing Talent Acquisitions to organizations experiencing business transformations
- Experience in creating an online brand strategy and have been successful in embedding the strategy
- The ability to articulate and define the organization's image and exploit its key differentiators, reputation, and products and services as to attract quality candidates
- Strong time management skills with the ability to multitask
- The ability to quickly build credibility
- A combination of strategic and execution skills
- Community-oriented and ongoing community involvement preferred

Qualifications –

Candidates must possess:

- A Bachelor's Degree or Diploma in Business with a specialization in Human Resources
- Education / training in technology, social media, or related
- A minimum of five years experience in a high-volume recruitment and talent acquisition environment in a digital domain including social media, community management, email, digital storytelling, mobile and technology solutions

- A focus on building key relationships
- An analytical mindset with the ability to develop creatively as well
- A high level of accuracy and attention to detail
- Expertise in current social media platforms and recruitment tactics enabling the creation of a pipeline of talent for Community Living Toronto

This is a unique opportunity to contribute to the significant impact Talent Acquisition has within an organization who is a recognized leader in its speciality, setting the benchmark for excellence, innovation and accountability in service delivery to its community.

It will interest a Talent Acquisition Specialist who excels in Social Media who is a professional and is ready to partner with the best in their field to transform the “business” as it evolves to its next level.

This is a newly created, full-time position and is located in downtown Toronto. Travel is required within the GTA to Community Living Toronto’s Regional Offices in Etobicoke, Scarborough, and York Region and to career fairs and post-secondary campuses.

To be considered in complete confidence, please forward a current resume to:

Maureen O’Reilly

Maureen O’Reilly & Associates

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