

Operations & HR Manager

Reports To: Managing Partner

Location: Victoria, BC (on-site)

Position Type: Full time, permanent

About Us

Hutcheson & Co Chartered Professional Accountants LLP (“Hutcheson & Co”) is a well-established accounting firm dedicated to providing high-quality accounting, assurance, tax, and business advisory services to a diverse range of clients. We pride ourselves on our collaborative team environment, client-first approach, and commitment to professional excellence.

As we continue to grow, we are seeking an **Operations & HR Manager** to support our people and ensure our office operates smoothly and efficiently. This role blends human resources expertise with operational leadership to help us maintain a supportive, productive, and well-managed workplace.

This is an exciting opportunity to make a meaningful impact in a respected and growing accounting firm. As the Operations & HR Manager, you will help shape employee experience and ensure the smooth operation of our office. Join a team that values professionalism, collaboration and excellence in serving our clients.

Position Overview

This role is responsible for both human resources management and office operations at Hutcheson & Co. This dual role ensures our employees have a positive and supportive experience while the firm runs with operational efficiency. The ideal candidate is proactive, detail-oriented, and able to balance strategic HR initiatives with the practical needs of a professional services firm.

Key Responsibilities

Human Resources Duties

- **Recruitment & Onboarding:** Develop and implement recruitment strategies, manage postings, screen applications, coordinate interviews, and oversee the onboarding process.
- **Employee Relations:** Act as a trusted liaison between staff and partners; provide guidance on policies, mediate conflicts, and foster a positive and professional workplace culture.
- **Compensation & Benefits:** Administer employee benefit programs, support compensation processes, and maintain accurate pay-related documentation.
- **Performance Management:** Support performance evaluation processes, track development goals, and administer professional development program.

- **Compliance & Records:** Ensure compliance with employment legislation, maintain accurate employee records, and manage HR-related documentation.

Operations Duties

- **Office Operations:** Oversee day-to-day operations of the Victoria and Langford offices, including supplies, equipment, and overall workplace organization. Manage and coordinate the work of reception and other administration-based employees.
- **Vendor & Facility Management:** Coordinate with building management and vendors to maintain a safe and efficient office environment.
- **Information Technology Management:** Maintain asset management records of computer equipment and liaise with approved IT-management vendors for the acquisition, disposal and maintenance of hardware and software.
- **Administrative Support:** Manage general administrative requests, correspondence, and assist partners and staff with office initiatives including meeting and event coordination.
- **Tax Return Assembly:** Following established procedures, gather, organize, review for completeness and compile all necessary paper and electronic documents to file client tax returns.

Special Working Conditions

As a tax-focused accounting firm, this role will benefit from overtime accrual and payout during the “tax season” – a period inclusive of March and April where employees are expected and required to work overtime.

Required Skills & Qualifications

- Strong communication, interpersonal, and conflict-resolution skills to work effectively with staff and partners.
- Excellent organizational skills and attention to detail to manage multiple priorities.
- Proven problem-solving abilities with a solutions-oriented mindset.
- Ability to work independently while also fostering collaboration within the firm.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint); experience with internal client-focused systems and HR systems is an asset.
- Post-secondary education in Human Resources, Business Administration, Operations Management or related field preferred.
- 3–5 years of experience in HR and/or office management; experience in professional services (e.g., accounting, law, consulting) considered an asset.

Compensation & Benefits

At Hutcheson & Co, we recognize that our people are our greatest asset. We offer a comprehensive compensation and benefits package, including:

- The range for this position is \$90,000 - \$130,000. The Firm expects to hire around the 25th percentile depending on candidate experience.
- Paid vacation of 4 weeks per year.
- Overtime banking and payout.
- Comprehensive extended benefits coverage including dental, health, AD&D, long term disability and life insurance (after waiting period).
- Group RRSP with employer matching (after waiting period).
- A collaborative and supportive team environment with opportunities to grow your career in line with firm growth.
- Flexible schedule: this role is primarily on-site (downtown Victoria) though travel to the Langford office will be a regular occurrence. Our employees benefit from a flexible daily schedule.