

JUSTIN ORFUS

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Recruiter, trainer, manager of people with extensive experience in agency, event and sport industries. Generates positive team results consistently and specializes in creating successful corporate cultures. Ability to attract and retain talent, especially millennials. A collaborative, passionate, approachable leader skilled in:

- Sourcing
 - Development
 - Management
 - Culture
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Senior Director, People & Culture

April to Nov 2019

The Concierge Club, Toronto

- Led recruitment, on-boarding and training of boutique office employees and part-time event staff
- Developed and implemented innovative staffing documents and procedures for cross-functionality
- Secured new business opportunities, managed RFP submissions and created budgets for Cadillac Fairview, Molson Canadian and The Globe & Mail activations
- Established the agency's first performance review structure, weekly town halls and social initiatives

Director, Human Resources

2008 - 2019

The T1 Agency (Previously TrojanOne), Toronto

Full Cycle Recruitment and Staffing of Full-Time Employees

- Directed all hiring, reviewed resumes, conducted interviews and reference checks, negotiated and presented job offers for account management, creative, digital, consulting and fulfillment teams
- Managed a team of recruitment staff who hired 500 Brand Ambassadors annually to create events for prominent clients including Nike, Mattel, OLG, Air Miles and Nissan

Employee Orientation, Performance Development and Training

- Managed on boarding and orientation programs for all new in-office employees, including delivery of company-wide communication, training schedules and introductions
- Led quarterly "Developmental Performance Review" process for all staff and managers
- Collaborated with CFO to create and execute the employee training program

Maintained Performance, HR Procedures and Employee Satisfaction

- Developed, adjusted and communicated the agency's HR policies and process updates
- Managed feedback to coach and mentor employee growth through semi-annual "Quick Check" surveys
- Resolved employee disagreements through mediation and compromise strategies

Inspired A High-Performance Culture Environment

- Created social initiatives to improve team building, staff morale and increase retention

Supervisor, Game Operations

2002 - Present

Toronto Maple Leafs (MLSE) Part-Time, Toronto

- Executed and hosted in-game promotions, contests and fan motivation initiatives during games
- Supervised a 30-person crew and floor directed on-ice promotions and off-ice ceremonies and contests
- Chaperoned celebrity guests and hosted NHL alumni at ceremonial games and special events

Account Executive / Staffing Manager

2006 - 2007

Segal Communications, Toronto

- Developed and implemented a process to recruit, train and manage promotional Brand Ambassadors at events, national campaigns and industry celebrations
- Produced and staffed national experimental campaigns for Virgin Mobile, Sony PlayStation, Axe and TD

Education

B.A. Mass Communications, Carleton University, Ottawa

Diploma in Communications, Humber College of Applied Arts and Technology, Toronto

Certificates in Public Speaking, Toastmasters and Second City, Toronto