



JOB DESCRIPTION

TITLE: HUMAN RESOURCES ASSISTANT

DEPARTMENT: Human Resources

Job Desc. Last Updated: Nov 2016

GENERAL ACCOUNTABILITY

Reporting to the Human Resources Manager, the Human Resources Assistant provides administrative support and office reception for the HR Department in a number of areas, which may include: Recruitment, Training and Development, Labour Relations and Job Evaluation.

NATURE AND SCOPE OF WORK

Provides front desk reception for the HR department: screens incoming calls; receives and refers visitors to appropriate departmental staff as appropriate; responds to general inquiries; provides information, guidance and direction to the public and others; processes mail.

Recruitment

Coordinates the posting of jobs internally and externally; prepares and posts job advertisements; maintains the electronic and hard copy recruitment files including all relevant documentation (i.e. status of competitions, competition metrics, relocation expenses, etc).

Processes all applications and resumes; organizes and conducts clerical and technical testing; compiles and tracks test results; schedules interviews and prepares interview binders.

Prepares appointment letters and hire packages for all newly hired, rehired and promoted employees; opens new employee files and converts files for employee status changes.

Training and Development

Provides clerical support for training and development including; liaising with instructors to organize and schedule corporate training courses; registering and confirming employees in courses and workshops, including safety courses, and handling training related inquiries.

Handles invoices, maintains various training records and generates related reports.

Compiles the annual training calendar and maintains training information on Intranet site.

NATURE AND SCOPE OF WORK (Cont)**Labour Relations**

Coordinates labour relations procedures including scheduling grievance meetings; compiling required documentation; tracking grievance statistics; preparing chronologies and maintaining related files.

Updates CUPE and IAFF Collective Agreements with negotiated changes.

Job Evaluation

Provides clerical support to the job evaluation program (e.g. creating files, requesting job information questionnaires, scheduling meetings, preparing documentation required for committee meetings, tracking results, preparing letters as required.)

SAP

Provides assistance as required in maintaining employee records in SAP.

General

Provides a full range of confidential administrative assistant services to the department, including preparing, typing and distributing correspondence, filing, reports and forms, maintaining schedules of events and appointment calendars.

Maintains the electronic and manual Human Resource records system; ensures security and integrity of personnel files and records; establishes systems and processes to research and retrieve historical and archival records and information.

Provides support for changes of City policies and procedures; distributes approved policies and procedures.

Prepares purchase requisitions, handles goods receipts and payment of invoices, as well as accounts receivable vouchers and purchasing cards for departmental managers as assigned.

Schedules exit interviews; formats related documentation, distributes and completes exit metric spreadsheet.

Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of Human Resources policies, procedures and their applications, and the functions of HR.

Considerable knowledge of business English, spelling and punctuation and of current records management systems, office practices, procedures, equipment and filing systems.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts and have excellent communication and interpersonal skills.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (Cont)

Ability to perform work requiring close attention to detail.

Ability to work independently and in a team environment and to complete work assignments with minimal supervision; ability to respond to changing priorities.

Strong customer service, organizational and time management skills.

Advanced computer skills in MS Office programs (e.g. *Word, Excel*) as well as knowledge of HRIS systems (e.g. SAP) with a minimum typing speed of 50 w.p.m.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Diploma or Degree in Business Administration or Human Resources Management and a minimum of one year related experience or

Grade 12 plus a minimum 6 month Administrative Assistant training program (e.g. Applied Business Technology) and a minimum of three years' related experience.

Or an equivalent combination of education and experience.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

Satisfactory Criminal Record Check.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health and Safety (OHS) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity and fairness.

Takes responsibility for reducing energy consumption within the scope of the job duties.

Meets the City's core competencies in the areas of Building Relationships, Developing Self & Others, Focusing on Customer, Communicating Effectively, Thinking Strategically and Collaborating for Results.

Adheres to City policies and objectives.