



JOB DESCRIPTION

TITLE: HR ASSOCIATE

DEPARTMENT: Human Resources

Position Last Evaluated: N/A

Job Desc. Last Updated: Sep 2025

GENERAL ACCOUNTABILITY

Reporting to the Manager, Human Resources, the HR Associate maintains employee records in the HRIS system and supports the HR Department in various functional HR areas such as benefits and absence administration, recruitment and selection, training and development, and job evaluation.

NATURE AND SCOPE OF WORK

Maintains employee records in the HRIS system in specific areas of the organization as required.

Updates HRIS for new hires, rehires, transfers and promotions. In the case of existing or rehired employees, checks seniority, current benefits, time, pay details and current status to determine how to process.

Monitors probationary and trial periods for all employees, and issues reminders for completion of reviews and change of pay requirements (e.g. 95–100%), generates related reports and letters, calculates seniority dates, and monitors anniversary dates for purposes of step increases for management compensation.

Maintains employee records in HRIS including pay and address changes, processes reassignments and terminations, processes status changes for union employees and enters driver's abstracts. Issues access control cards for City employees.

Sets up and processes benefit coverage for employees including benefit changes, enrollments, terminations as required in HRIS, Medical Services Plan, Municipal Pension Plan, and with the insurance carriers. Tracks employees and their dependents for benefit eligibility.

NATURE AND SCOPE OF WORK cont.

Processes employee reassignments, terminations and pay, returns to work after paid and unpaid leaves of absence, sick leave and WorkSafe BC, and address changes, tracks employee hours as it relates to employee status, and meets strict payroll deadlines for processing changes.

Updates and maintains the organizational structure in SAP by adding or changing organizational units, jobs and positions, and assigning cost centres and reporting structures.

Provides support to the HR Associate (Benefits and Systems) on benefits and absence administration as required.

Assists the recruitment function as required. Supports managers in the hiring process by participating in employment interviews for CUPE employees, conducting reference checks, assessing and recommending applicant suitability for employment, attending career fairs, and providing recruitment information to outside agencies and members of the public.

Assists with HR functions as required including training, job evaluation, temporary staffing and attendance management reporting.

Prepares employment verification letters and conducts annual HR metrics.

Provides relief for HR Associates and back-up for front office as required.

Performs HR project work as required.

Maintains accurate filing in both the electronic and hard copy filing system.

Responds to a variety of enquiries from staff and the public on Human Resources functions, policies and procedures.

Performs others duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of Human Resources policies, procedures, and their applications, particularly with respect to HR/Payroll functions.

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

Thorough knowledge of the fundamentals of computer databases, data processing concepts, and of Human Resources Information Systems (HRIS).

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

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

Ability to work both independently and in a team environment and to complete work assignments with minimal supervision. Ability to work under pressure and respond to continually changing priorities. Ability to deal with highly confidential and sensitive issues.

Ability to perform work requiring close attention to detail.

Ability to compose comprehensive and concise reports and correspondence on own initiative, and ability to research information and compile and prepare statistical and other reports.

Strong analytical, organizational, and time management skills.

Advanced computer skills in Microsoft Office (Excel, Word, Outlook) and Human Resources Information Systems (HRIS) with a minimum typing speed of 50 w.p.m.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Diploma in Business Administration (with a concentration in Human Resources Management) from a recognized educational institution and a minimum of 3 years' related experience including specialization in HRIS systems.

An equivalent combination of education and experience may be considered.

DESIRABLE TRAINING, EXPERIENCE AND/OR CERTIFICATION

CPHR certification or eligibility is preferred.

Degree in Business Admin (with a concentration in HR), experience in a unionized environment and/or HRIS System implementation would be an asset.

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.

GENERAL STANDARDS cont.

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

Adheres to City policies and objectives.