A. IDENTIFICATION

Position Numbers: 30364, 30494, 6705, 1121

Position Title: Human Resources Assistant (Advisory Services)
Department: Human Resources
Position Reports To (Title): Human Resources Coordinator

Description Prepared by: [Name]  Date: January 26, 2015

B. POSITION SUMMARY

Briefly describe the primary function and purpose of the position in one or two sentences.

The Human Resources Assistant is part of the HR Advisory Services team and plays a key role in providing HR services to faculty and staff from an assigned group of academic and non-academic departments across the University. The HR Assistant provides administrative support in the areas of staffing, job evaluation for union positions, and employee relations research. The HR Assistant creates and/or maintains all electronic and paper employment records for employees in Union or Administrative and Professional Staff groups. The HR Assistant is responsible for employee benefit advising and enrollment, as well as benefit records management for all employee groups.

C. DUTIES AND RESPONSIBILITIES

Starting with those you consider the most important, list and describe the main duties and responsibilities of the position. For each item start with an action verb and briefly describe WHAT is done, HOW it is done and WHY it is done.

Indicate in the right hand column the percentage of time spent on each particular task.

Description

Receives questions and requests for information by telephone, fax, mail, e-mail, and/or in person regarding benefits, employee records, status of competitions, and job descriptions. Responds after reviewing individual records, standard documentation, and/or consulting with other staff in order to provide outstanding service to Human Resources clients. Forwards non-routine inquiries to the appropriate person.

Receives and reviews Personnel Action Requisitions (PARs), and determines necessary steps/actions to be taken and then forwards to the HR Coordinator and/or HR Advisor for approval. Routes PARs as appropriate; creates and maintains electronic and paper records for new hires, rehires, transfers, promotions, temporary promotions, and reclassifications, terminations, etc.; and sends related correspondence and documents to Payroll, the supervisor, employee and/or union, etc., all in accordance with established policies and procedures. Checks all salary treatment information received from the HR Coordinator and/or HR Advisor prior to processing information in HRIS by referring to policies and procedures or collective agreements and performing arithmetic calculations and informs HR Coordinator and/or HR Advisor of discrepancies or seeks clarification to ensure that salary transactions are accurately processed.
Processes information into employee records in HRIS from contract letters, memos, e-mails, personal data forms, benefit enrollment and beneficiary forms, separation notices, etc. in accordance with the established policies and procedures.

Calculates or recalculates service dates and seniority in situations where HRIS will not perform the calculation or recalculation.

Calculates lump sum payments for retroactive temporary promotions, differentials, allowances, etc. using established formulas and advises Payroll on amounts to be paid.

Calculates other entitlements relating to employee service, benefits and pay using standard formulas or ad hoc formulas approved by the HR Coordinator and/or HR Advisor, processes required changes to records and communicates results as appropriate.

Identifies changes in organization structure/reporting relationships in client departments through e-mail announcements, amended job descriptions, or information specifically provided by the HR Coordinator and/or HR Advisor and updates HRIS to reflect the changes and/or notifies Payroll as appropriate.

Advises employees regarding leave application processes, the required documentation for maternity and/or parental leave, benefit premium payments and service adjustments for leaves. Processes approved leaves by checking documentation for completeness, calculating benefit premiums and service adjustments, updating HRIS employment records and preparing and signing leave letters for Maternity, Parental, and Extended Personal Leaves.

Receives and reviews calculations for Maternity and Parental leave salary top up requests based on policies and procedures or collective agreement provisions and, after establishing employee entitlement, forwards to Payroll for payment.

Identifies unusual or anomalous situations relating to employee records and benefits etc. and conducts research into the issues involved in order to make a recommendation on the matter to the HR Coordinator and/or HR Advisor or to determine if the matter should be directed to the HR Coordinator and/or HR Advisor for a decision.

Responds to requests from other HR staff to run ad hoc reports. Reviews requirements with the staff member and may run an existing report or will forward the request to the appropriate person to create a new report.

Coordinates the printing and distribution of biweekly, monthly, semesterly, and annual reports to meet the needs of HR programs/requirements as well as the requirements in collective agreements. Checks the reports for obvious errors or omissions, seeks clarification on anomalies, corrects HRIS information if necessary and reruns reports.

Presents benefit orientations to individuals and groups by providing information on benefit entitlement both orally and in writing to ensure that new employees understand their benefit entitlement.

Enrolls employees in MSP and PBC using MSP Direct and ADMINnet to enter required information and communicates with MSP and PBC to resolve individual employee issues on enrollment, dependent eligibility, and/or billings.

Types, formats and edits general and confidential correspondence, reports, statistics, forms, agendas, minutes, etc., from handwritten and typed materials and occasionally composes general or confidential correspondence of a routine nature as requested.
Creates and maintains files (such as employee files, job description files, and job re-evaluation files) and filing systems in accordance with established procedures and on an ad hoc basis as required. Photocopies files and documents such as postings and job descriptions and forwards/distributes as required by standard procedures or specific instructions.

Posts vacancy notices on designated posting boards.

Creates and maintains spreadsheets and data bases as required by standard procedures or as specified by the HR Coordinator and/or HR Advisor or Director.

Conducts research on employee relations matters in order to gather background information for the HR Coordinator and/or HR Advisor as instructed by the HR Coordinator and/or HR Advisor.

Arranges appointments/meetings including time, location, documentation for participants, equipment, catering, documentation etc. for activities such as re-evaluation appeals in accordance with standard procedures.

Leads the group of HR Assistants in one or more of the following areas: HR records management; HR systems changes, upgrading, and coordination with Finance and Administrative Systems; coordination of benefits information and benefits procedures amendments; Employee Orientation facilitation and further development; job description and evaluation records management and procedure updates; documentation and distribution of general HR Advisory Services procedures; and scheduling of Assistant rotations for work such as reception back-up. Maintains up-to-date knowledge in the specialty area(s).

Attends meetings and special events as requested by the HR Coordinator and/or HR Advisor or Director to discuss, gather, and/or distribute information on benefits, records and staffing procedures, or other matters relating to HR Advisory Services work. Maintains an up-to-date procedures manual for this position by revising existing procedures as appropriate and/or documenting and filing new procedures in consultation with the other members of the HR Advisory Services group.

Receives, opens, and distributes mail for the HR Advisory Services unit.

Provides backup support to another HR Assistant during vacations and other absences and assists other HR Assistants in overload situations as requested by the HR Coordinator and/or HR Advisor.

Enters late applicants in competition files and may assist the Receptionist/Assistant in other duties relating to competition files in overload situations. Performs Receptionist/Assistant duties during relief breaks, meal periods, and absences.

Trains or assists in the training of new HR Assistants and may train other staff on new procedures.

Trains or assists in the training of temporary staff performing HR Assistant or Reception work.

Assigns and monitors work of temporary staff performing HR Assistant functions when required.

Performs other duties consistent with the job description and position title on request.
D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

- makes decisions regarding the day-to-day planning of own work ensuring that priorities and deadlines are met
- determines what information is necessary in order to complete complex transactions and determines how to complete the transactions using a variety of reference materials
- determines when a situation is unusual or anomalous and requires consideration by the HR Coordinator and/or HR Advisor.
- determines benefit eligibility of all university employees in accordance with policies and procedures, collective agreements, and terms and conditions of benefit plans

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

- refers problems regarding workload and/or priorities to the HR Coordinator and/or HR Advisor
- refers decisions requiring deviation from established procedures and policies to the HR Coordinator and/or HR Advisor
- refers non-routine issues or inquiries to the HR Coordinator and/or HR Advisor.

E. SUPERVISION EXERCISED

Indicate the number of employees for whom the position is responsible:

Number of continuing full-time equivalent positions reporting directly to the position. 0

Total number of continuing full-time equivalent employees reporting to subordinate supervisors for whom the position is responsible. 0

F. SUPERVISION RECEIVED

Describe the extent to which the supervisor determines the day-to-day work load of the position and assists in the completion of duties. Explain the nature of guidance received and how often work is checked or reviewed.

The incumbent typically determines his/her own work priorities, but must be flexible and able to respond to the immediate needs of employees in the designated client departments or other staff within the Human Resources department. The incumbent is part of a team, but must also be able to work independently following initial orientation to the work. Most work is not thoroughly checked as it is completed and errors may only become apparent weeks or months after the work is performed.

G. UNUSUAL WORKING CONDITIONS

The work often entails changing priorities and strict deadlines.
H. ENTRANCE QUALIFICATIONS
What are the minimum formal educational qualifications, years of experience and occupational skills and requirements required to satisfactorily perform the work of this position? Please indicate whether an equivalent combination of formal education and years of experience is acceptable.

Certificate in Human Resource Management or a related field with training in payroll administration and systems, and three years of related experience in human resources, or an equivalent combination of education, training, and experience.

Excellent customer service skills.

Excellent organizational skills.

Excellent communication skills, both oral and written.

Demonstrated ability to handle confidential information with discretion.

Accurate and efficient data entry skill.

Demonstrated ability to perform arithmetic calculations.

Demonstrated ability to work under pressure with changing priorities and strict deadlines.

Knowledge of complex Human Resource/Payroll enterprise systems such as PeopleSoft.

Knowledge of and demonstrated ability to effectively use e-mail, word processing, spreadsheet, and database applications such as Word, Excel, and SIMS.

Demonstrated ability to effectively work with a significant amount of detail while maintaining perspective on broader objectives.

Demonstrated ability to work both independently and as part of a team.

I. ORGANIZATIONAL RELATIONSHIPS
Indicate in the appropriate blocks the title of the position to which this position reports and the titles of positions reporting directly to it. If more detail is required, add additional blocks.

Human Resources HR Coordinator

Human Resources Assistant