Position Title: Human Resources Assistant  
Department: Human Resources  
Position Number: 997324  
Salary Grade: ES 2  
Reports to: HR Systems and Workforce Analytics Manager  
Last Updated: September 2018  

A. Summary Overview of Work Unit  

The Human Resources (HR) service delivery model reflects our support of UVic’s goal to be internationally recognized as a university of choice for a diverse community of talented students, faculty and staff by delivering meaningful programs and supportive services that develop, foster and sustain an outstanding workplace. The kind of workplace where we all feel welcome, a part of something bigger and vital, and that we can each make an impact.  

As a team of human resources professionals, our role is to provide programs, services, guidance, support and expertise that builds on the strength of our leaders, their teams and our collegial, inclusive and collaborative culture to empower people to make a difference in this dynamic, research intensive and student-centered environment.  

HR is comprised of five units including: Human Resources Operations, Total Compensation & Recruitment; Organizational Development and Learning Services; Occupation Health, Safety & Environment; and Labour Relations & HR Consulting.  

B. Summary of Position’s purpose/ function  

Reporting to the HR Systems and Workforce Analytics Manager, the HR Assistant provides reception and administrative services and support for the entire Human Resources team to achieve internal and external service excellence.
C. Primary Responsibilities & Accountabilities

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<tr>
<th>Responsibility/Accountability</th>
<th>50 % Of time spent</th>
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<tr>
<td>HR reception and general administrative support for the HR Department</td>
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**Duties:**

- Greets all internal and external clients and visitors to HR, assessing the purpose of the visit, responding to questions, triaging requests to the appropriate HR area and ensuring visitors receive welcoming, efficient and professional reception services.
- Receives and responds to calls to the HR and OHSE general phone lines, answering questions and directing calls as appropriate.
- Monitors multiple department specific role based email accounts ensuring queries are addressed and responded to in a timely and professional manner.
- Acts as a backup for other HR role based email accounts as needed.
- Receives all incoming correspondence, faxes, forms, supplies and courier packages, and distributes appropriately, ensuring confidentiality is maintained.
- Responsible for ordering and maintaining general office supplies and inventory, including computer supplies and business equipment.
- Initiates and coordinates routine service requests for internal and external service providers including photocopier service calls, confidential shredding pick-ups, off-site storage and archive coordination, issuing Facilities work orders, IT assistance triage and raising tickets for Computer Helpdesk support and manages the associated records, cataloging and purchasing processes for these services.
- Coordinates the distribution and return of keys and alarm codes for HR staff.
- Acts as the HR content coordinator for our Digital Signage service. Creates and posts new HR content using the software provided with the digital signage service, ensures HR content is refreshed and current, and coordinates with HR team on new content ideas.
- Types various correspondence and updates/maintains spreadsheets as requested.
- Creates confidential new employee files using the Colour Bar labelling system, and maintains all filing for employee files.
- Acts as first point of contact for HR meeting room bookings (SEDB125 and BEC402).
- Supports all HR units with room bookings for meetings, events, programs and training sessions. This may include coordinating meeting logistics, making catering arrangements, liaising with guests/speakers/facilitators, booking AV equipment and preparing and distributing materials as requested.
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<td>Administrative support to specific HR units</td>
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**Duties:** Provides specific support for each HR unit as outlined below:

### Organization Development & Learning Services
- Provides administrative support to ODLS programs including the Learning Calendar, Leading for Engagement, New Employee Welcome, Mentorship, Leadership Victoria and other programs. Support includes:
  - preparation of materials, handouts, packages, nametags, etc.
  - communication with course/program participants and liaising with instructors/facilitators on course requirements, pre-reading or follow up
  - coordination of logistics such as room/AV/catering and may assist with room set up as requested
  - assisting with the maintenance of learning records including certificate completion verification, no-show charges and attendance records
  - sending reminders to registrants for upcoming courses
  - summarizing HR course and program evaluations into feedback reports for facilitators and update of database.
- Provides general administrative support to special projects and committees as assigned by ODLS Director
- Tracks and files expense documents and reconciles expenses for payment ensuring proper accounts using FAST

### Employment Services
- Processes Temporary Staffing Solution (TSS) payroll by updating spreadsheets, remitting timesheets to employees and managers, processing incoming timesheets/payroll, data entry in Banner, and communicating with managers and TSS staff for various inquiries
- Provides backup coverage for TSS assignment placements as required
- Coordinates the application process for Campus Security positions (approximately 140 individual applications, either by email or walk-in): assign the application package to each individual, code returned applications, and compile for department, followed by decoding short-listed candidates for interview process (approximately once per year)
- General administrative support to the following program areas:
  - Ergonomics – manages registration for training sessions, sends out reminders, and prepares course evaluation summaries, and maintains the office equipment library
  - Work-Life Consulting – supports the height adjustable loaner desk program
  - Classification - provides backup for distributing job descriptions, as requested; processes applications for the CUPE 951 Career Development Fund for the committee to review, and processes the reimbursements to applicants

### Benefits Office
- Reconciles Union Business attendance for CUPE 951 and 917 to ensure accuracy, facilitates reimbursement to departments, and prepares respective
correspondence
- Acts as back-up for Benefits e-filing process

Occupational Health, Safety and Environment
- Submits FMIS requests, as required
- Prepares couriered shipments of scientific equipment

Labour Relations and HR Consulting
- Provides back-up administrative support to Director of Labour Relations, Manager of Employee Relations/Labour Relations and Human Resources Consultants through the preparation of confidential materials related to grievances, arbitrations and collective bargaining

AVP Human Resources
- Provides general administrative support for AVP as requested

D. Supervision

Supervisory Responsibilities (if applicable):
Provides general orientation for casual staff hired to provide additional support.

E. Finance

Financial Responsibilities (if applicable):
- Reviews and processes purchases and expenditures to ensure entries are coded using appropriate activity codes, maintains expense files and reconciles expenses regularly using FAST finance accounting system
- $2000 limit purchasing card, involving monthly reconciliation of transactions and reassigning charges to the respective HR unit, as appropriate
- Reviews office supply needs for all of HR and places orders using online ordering accounts, verifying orders are accurate, and coordinating billing and payment. Must work within department budget for supplies and services
- Processes travel claims for HR staff
- Prepares timesheets/payroll for Temporary Staffing Solutions (TSS) staff
- Monthly reconciliation for Union Leave for CUPE 951 and CUPE 917
- Submits web requisitions as requested, and journal vouchers as required

F. Human Relations

Nature of service provided and contacts served:
- First point of contact for internal and external university customers. May deal with angry and/or frustrated individuals, requiring a calm demeanor and exceptional interpersonal communications skills
- Must maintain a professional presence in a warm and friendly manner, exercising tact and discretion
- Interacts with executive offices, and academic and administrative departments
on campus. The incumbent must communicate skillfully to ensure cooperation and a good collaborative environment

- Provides initial screening via telephone or at reception desk for staff or outside clients who may have concerns, complaints, suggestions or inquiries
- Assesses the information, assists the client with their concern/inquiry; offers recommendations; and when needed, refers the issue to the appropriate person
- Receives direction from the AVP HR, respective directors of HR units, HR Systems & Workforce Analytics Manager, and the Administrative Assistant

G. Minimum qualifications

**Education/Specialized Knowledge:**

- High school graduation or equivalent, and a post-secondary certificate in office administration or related education
- Proficiency with Banner, Excel, MSWord, Access, FileMaker, Connect, Cascade and survey software
- Knowledge of the University community

**Experience:**

- 2–4 years’ experience in an office environment or an equivalent combination of education and experience
- Demonstrated ability to independently organize workload in a customer-focused environment that includes high volume, frequent interruptions, multiple tasks, and shifting priorities and deadlines
- A proven track record in assessing customer needs and diagnosing underlying issues or shortfalls
- Previous experience in planning, organizing, delivering and monitoring multiple projects and tasks

**Skills:**

- Excellent interpersonal skills and the ability to relate effectively with all levels of clients exercising tact, diplomacy and confidentiality
- Exceptional administrative skills, including the ability to use initiative and judgement to anticipate tasks, prioritize work from multiple sources, and work independently to ensure the smooth operation of HR administrative systems and procedures.
- Fully proficient in Microsoft Office tools including Word, Excel, PowerPoint, Access, as well as UVic specific software such as FMIS, Banner, Connect, WebReq, Cascade, FAST, etc.
- Demonstrated website management skills
- Excellent communication and organizational skills
- Ability to work independently and as part of a team, with the ability to multi-task, maintain accuracy and efficiency, be flexible and adjust priorities as needed in a fast paced and changing environment
University Competencies:

**Honour People and Place**
**Build Personal Insight**: Effectively build and maintain relationships with university community; communicate effectively in conversation and in writing with a broad range of people.

**Increase Indigenous Acumen**: Knowledge, awareness and understanding of the impact of Canadian policies and practices related to Indigenous People.

**Be Socially and Culturally Responsive**: Values diversity of the university's people and their cultures.

**Work Together**
**Invite Diverse Perspectives**: Collaborate with colleagues, clients and visitors on projects and day-to-day work and interactions.

**Develop Partnerships**: Build and maintain effective and productive relationships colleagues, clients and visitors.

**Make It Better**
**Focus on Quality**: Commitment to quality; seeks to improve work processes and systems, maximize administrative efficiencies, to achieve desired results.

**Provide Excellent Service**: Understand the recruitment process and guide stakeholders through the associated recruitment processes and systems; provide service that meets the organization's objectives.

**Make Informed Decisions**: Use creative problem solving, and research and analytical skills, to understand issues, consider alternative courses of action and implications, and recommend next steps.

**Remain Agile**: Thrive in a changing environment.

**Make a Difference**
**Tell Our Story**: Be a representative of the university; share the experience of working here with perspective employees.

H. Organization Chart - REQUIRED

Job Holder's Signature ________________________________

Supervisor ________________________________

Supervisor’s Signature ________________________________