



Human Resources Support

Position Code: 304

Department: Customer &
Corporate Service

Division: Human Resources

Reports To: Manager, Human
Resources

Direct Reports: None

Pay Band: 4

Effective: June 2012

Revised: Oct/25, Sep/21, Nov/20,
Feb/15

Status: Seasonal Full-Time
Non-Union

Indirect Reports: None

Position Summary

Reporting to the Manager Human Resources (HR), the HR Support assists Talent Management and HR Operations services, working alongside division staff on key projects and functions including labour relations, succession planning, performance management, compensation and benefits, talent acquisition, employee experience, health and safety (H&S), and compliance.

Duties and Responsibilities

1. Talent Management (70%):

- (a) Labour Relations: Compile data, statistics and other information to support research activities.
- (b) Succession Planning: Assist with arrangements for training activities.
- (c) Performance Management: Assist with the administration of the employee performance management process.
- (d) Compensation and Benefits: Collect and ensure completeness of employee documentation including forms and documentation for administration of payroll, benefits and pension.
- (e) Talent Acquisition: Assist with advertising or posting of job vacancies, preparing competition files, collection of applications, screening of job applicants, scheduling of interviews, preparing interview files, participating on interview panels, conducting reference checks, and following up with unsuccessful candidates as assigned.
- (f) Employee Experience: Assist in maintaining and updating the HR section(s) of the staff intranet, and the Town website, as required.
- (g) Assist to create and/or revise process flows, procedures and forms (including digital/on-line) as required. Maintain and update manual and computerized filing systems and databases, including personnel files.

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2. HR Operations (20%):

- (a) H&S: Assist to review, develop or deliver programs including wellness initiatives, ergonomic assessments, job demands analysis, accommodation/return to work plans, etc.
- (b) Compliance: Assist to maintain databases including on-line training (e.g., Atlas/Citation).
- (c) Assist with the review of division documents including policies and procedures, editing and updating as directed, supporting the implementation and communication of new/revised documents as needed.

3. Other division functions (10%):

- (a) Respond to enquiries from staff and the public (phone, email, in-person) regarding Talent Management and HR Operations services, relay calls, messages, or direct questions to appropriate staff as necessary.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g., safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

- 1. Enrolled in (or recent graduate) of a post-secondary institution with studies primarily related to HR, H&S, Business Administration or a related discipline.
- 2. Practical experience in HR or H&S, and accurate keyboarding, data entry and proof-reading skills.
- 3. Familiarity with applicable legislation including Employment Standards Act, Occupational Health & Safety Act, Workplace Safety & Insurance Act, Accessibility for Ontarians with Disabilities Act, Pay Equity Act, Labour Relations Act, etc.
- 4. Good administrative, communication, interpersonal, organizational, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.
- 5. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and judgment particularly when handling confidential/sensitive information. Possess initiative and personal integrity.

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6. Proficient knowledge of Microsoft Office Suite (e.g., Word, Excel, Outlook, PowerPoint, Teams, etc.), SharePoint, database management, and office equipment. Familiarity with an HRIS and intranet an asset.
7. Valid Class 'G' Driver's license and access to a reliable vehicle to use on corporate business. Ability and willingness to travel within the community as required.
8. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification (or willing to obtain).

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Physical demands require no undue fatigue regarding sitting, standing and walking. Daily tasks may include operating a computer, meetings, training, analysis of various information and computer work. Individual must operate office equipment such as computers and multi-function copiers. (100%)

Normal hours of work are thirty-five (35) hours per week, usually Monday through Friday. Normal shifts are seven (7) hours plus a one (1) hour unpaid meal break. Flexibility in scheduling is necessary as there may be the occasional requirement to attend to functions outside of normal work hours, change shifts to work evenings or weekends to accommodate high volume periods or for after-hours customer service initiatives, or to work extra hours as needed.

Physical Environment: Work is conducted in a standard office environment. (90%) Work involves travelling to other Municipal buildings or off-site locations, site visits, meetings and training held in meeting rooms or conference rooms. (10%) This position may be considered suitable for a hybrid work arrangement per Employer policy.

Sensory Attention: Visual concentration and repetitive keyboarding tasks. Ability to coordinate hands and eyes rapidly and accurately when using equipment. Periods of continual visual concentration and must be able to distinguish numbers and characters on an electronic screen. Vision abilities required include close vision, colour vision and ability to adjust focus. (70%) Requires the ability to prepare and read a variety of reports, letters/correspondence, etc. The ability to communicate effectively including explaining processes instructions and speaking before groups of people. (30%)

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (80%) Occasional exposure to disgruntled

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members of the public. (10%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress (10%)

Contacts and Dimensions

Direct Reports:	0
Indirect Reports:	0
Total Employees Serviced:	0
Other Working Relationships:	Position communicates regularly with staff, employee groups, and the public.
Budget:	n/a
Salary Budget:	n/a

Review and Signatures

Employee Name: _____	
Signature: _____	Date: _____
Supervisor Signature: _____	Date: _____
Manager/HR Signature: _____	Date: _____