

**HUMAN RESOURCES ASSISTANT**

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**REPORTS TO:** Senior Manager, Human Resources  
**APPROVED BY:** Senior Manager, Human Resources  
**EXEMPT (Y/N):** Yes  
**SALARY LEVEL:** Exempt Grid

**DATE:** Feb 2022  
**LOCATION:** Field Road/Hybrid  
**DIVISION:** Human Resources  
**DEPARTMENT:** Human Resources

***Replaces:*** HR Assistant

***Date:*** June 2016

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**SUMMARY:** Reporting to the Senior Manager, Human Resources, this position is responsible for providing a wide range of human resources (HR) management, administrative and support services, assisting in the delivery of various related programs and initiatives, supporting and assisting divisional staff, interacting with the general public and staff at all levels throughout the organization, and in ensuring that all related verbal and written communication including in-person, electronic, and/or hard copy records, documents and correspondence are addressed in an efficient and respectful manner.

**KEY RESPONSIBILITIES** *include:*

1. Provides administrative support and general assistance to the Senior Manager, Human Resources, and to other Departmental staff for all HR related programs and activities.
2. Triage incoming hard copy and electronic correspondence, addresses inquiries from managers, employees, union representatives, agencies, and the general public on matters related to HR activities and programs, and then liaises with appropriate team members to ensure relevant information is addressed in a timely manner, following up as and when required.
3. Maintains and updates a variety of workflow and information systems including labour relations and compensation files, business records, brochures, an electronic database, website pages, and an online training platform, ensuring alignment with all record management and retention procedures.
4. Coordinates the full range of internal and external recruiting activity from the initiation and development of job postings, to new employee orientation and onboarding, and the provision and completion of all associated documentation and records.
5. Orders materials and supplies, completes purchase orders, and monitors the divisional budget to ensure expenditures remain within approved spending limits.
6. Develops and implements new or improved processes and procedures to increase efficiency in support of continuous improvement to business activities and associated workflow.
7. Supports corporate recognition programs and employee engagement activities through the development, organization, and delivery of planned activities and associated events.
8. Establishes and maintains effective working relationships, interacting in a confidential manner that builds trust, cooperation and credibility, efficiently and accurately processes large amounts of data, exercising discretion and dealing with highly sensitive and confidential information.
9. Maintains and tracks matters that would warrant alterations to job descriptions and/or collective agreement language updates including changes arising from, but not limited to, job evaluation processes, changes to legislation, training requirements, benefits, or other related items.

**TYPICAL ACTIVITIES** *include:*

1. Develops and posts job advertisements, assists and/or participates in the initial screening process, arrangement of interviews and reference checking process of applicants.
2. Responds to inquiries and provides information to managers, employees, union and agency representatives, and the general public pertaining to recruitment, the Collective Agreement, and all other HR related legislation, bylaws, policies, and procedures.
3. Conducts onboarding and orientation of new employees, tracks divisional orientation, training, probationary and trial periods and initiates and tracks associated documentation and reviews.
4. Provides support to the Labour Management Committee, Job Evaluation Committee, and other committees as assigned including agenda preparation, meeting logistics, taking and distributing minutes, and identifying follow-up items or other matters requiring further attention.
5. Provides administrative support and general assistance in the coordination of corporate training, wellness initiatives, the corporate health and safety program, the performance engagement program, and other related programs.
6. Organizes, schedules, and attends to the various elements associated with matters such as long service awards, coordinating correspondence/cards associated with life events, and with volunteer and employee recognition activities, surveys, and programs.
7. Provides additional administrative support including the scheduling of various meetings, appointments and training sessions, assisting with WorkSafeBC claims, short and long-term disability claims (STD, LTD), graduated return to work (GRTW) plans, duty to accommodate (DTA) processes, grievances, disciplinary matters, offboarding, and the maintenance of all associated manual and electronic confidential records, reports and HR statistics.
8. Assists in research and preparation of a variety of items such as job descriptions, HR policies, procedures, reports, programs and manuals or matters associated with related special projects.

**QUALIFICATIONS, EDUCATION AND EXPERIENCE**

- Grade 12 or equivalent.
- Completion of a relevant certificate, ideally in Human Resources Management, but may include office or business administration or similar discipline, with preference given to a diploma in HR management from a recognized post-secondary institution.
- A minimum of two (2) years of relevant experience, preferably in a local government setting involving the provision of Human Resources or related support services.
- An equivalent combination of education and experience may be considered.
- A valid Class 5 BC Drivers Licence.

**OTHER SKILLS/KNOWLEDGE/INFORMATION**

- Demonstrates sound initiative and employs critical thinking skills in support of continuous improvement.
- Ability to communicate effectively in-person and in writing with staff, senior management, Board members and the public with tact, diplomacy, and respect.
- Ability to maintain strict confidentiality at all times.
- Proficient in Microsoft Office suite, ideally including Adobe Acrobat Pro.
- Minimum data entry speed of 50 wpm.
- Basic knowledge of BC Employment Standards, Labour Relations Code, Worker's Compensation Act, Human Rights Code, Collective Agreement, and standard HR policies, procedures and practices.
- Ability to deal with emotional or confrontational situations effectively and appropriately.
- Ability to research, compile and analyze information, to identify priorities, organize workload, and to work independently but also be team-oriented as appropriate.