

Classification	Exempt
Original Date:	July, 2018
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Pay Group:	4

HUMAN RESOURCES ASSOCIATE

NATURE AND SCOPE OF WORK

The Human Resources Associate works in partnership with members of the Employee Experience team to provide timely, accurate and confidential customer service to client groups and managers of the University. The HR Associate compiles, maintains and processes information relating to the functional areas of recruitment, job classification, job descriptions, onboarding, evaluations and step/scale placement. The HR Associate recommends improvements to administrative systems, processes and procedures and promotes and supports the HR team to meet departmental and University plans and objectives. This position also provides advice, guidance and direction regarding the interpretation, administration and implementation of human resource policies, procedures and collective agreements as they are related to the identified functional areas.

The incumbent reports to an HR Manager and supports the HR Business Partners and Advisors in the completion of activities in line with the identified functional areas.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Provides general human resources information and guidance within scope of position to administrators, deans, chairs, coordinators and other employees in the functional areas of recruitment, job classification, job descriptions, onboarding, evaluations and step/scale placement.
- Supports all administrators, deans, chairs, coordinators and other employees in meeting their responsibilities in the consistent application of University policies, collective agreement obligations, and other agreements governing conditions of employment.
- Provides general direction and guidance to employees on collective agreement interpretations, conditions of employment and University policy, escalating matters to the Human Resources Advisors, Business Partners or Manager as needed.
- Follows established process for salary scale placement and processes salary increments; updates employee files and HRIS with salary information.
- Receives and processes employee transaction requests from departments and ensures accuracy of information by verifying adherence to collective agreement. Monitors unusual circumstances and follows up with appropriate parties.
- Prepares and processes employee correspondence such as appointment letters, status changes, salary increases, and retirement and resignation documents.
- Compiles information and data and/or undertakes projects and assignments to support the implementation of University or bargaining unit initiatives including collation of information for collective agreement bargaining negotiations, as required.



- Identifies, researches, develops, maintains and updates procedures for the effective operation of the Human Resources Department including policy and standard operating procedure creation or updating as required.
- Develops guides, forms, factsheets, and FAQ's for all employees within the staff, faculty, exempt and administrator groups for the HR pages on the intranet or external site, supporting documentation, employee handbook, and orientation package.
- Collaborates and coordinates HR activities and processes with the HR Assistants and Payroll and Benefits Department, related to hiring, regularization, various paid leaves, layoffs, retirement, resignation, and terminations, ensuring accuracy and consistent application of policy. Notifies union representatives as required.
- Adheres to strict payroll deadlines, ensures all employee appointments, status changes, step increments, benefits data and other employee data reflect accurate status for payroll and benefits and responds to related payroll inquiries.
- Coordinates with HR Analyst to collate, review and analyse data, prepares reports in support of HR policies, programs and practices, ensuring alignment between strategic goals, operational plans and HR activities.
- Conducts exit interviews to support and/or enhance workforce planning activities and initiatives.
- May be required to take training and act in the capacity of a floor warden as part of the University's emergency preparedness plan (Fire, WHIMIS, Earthquake, etc.).
- Provides backfill and vacation relief for Human Resources Assistants and acts as point-of-contact for absent Human Resources Advisors to triage inquiries.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Excellent business communication skills, both the written and spoken, strong business writing and reporting skills.
- Extensive knowledge of Microsoft Office applications including Word, Excel, Power Point and Outlook, as well as knowledge of the use of HRIS, database and web-based software applications.
- Considerable knowledge of employment legislation including the Employment Standards Act, Labour Relations Code, Human Rights Act.
- Experience in the interpretation and application of collective agreements.
- Significant knowledge and experience in full-cycle recruitment and ability to drive proactive recruitment.
- Demonstrated ability to establish and develop effective working relationships with a broad range of administrators, faculty, exempt, and support staff employees.
- Capable of being both proactive and responsive to situations that require a high level of sensitivity and confidentiality, whilst maintaining consistent compliance of the University's policies and processes.
- Ability to exercise effective judgment and reasoning.



- Capability to effectively time manage competing priorities in a fast-paced environment with frequent interruptions.
- Demonstrated ability to work collaboratively and accept direction and feedback.
- Ability to provide exceptional customer service to the University Community.

REQUIRED TRAINING AND EXPERIENCE

- Completion of post-secondary education in Human Resources Management such as a diploma or degree; or equivalent post-secondary education in a directly related field.
- Two years recent and direct HR experience providing entry-level human resources support, including experience in a unionized work environment.
- An equivalent combination of education and experience may be considered.
- CPHR designation considered an asset.
- Previous exposure to an educational or public environment is highly desirable.