

Classification	Exempt
Original Date:	May 2018
Revision Date:	May 2021 September 2022 April 2024
Pay Group:	2

## **JOB DESCRIPTION – HUMAN RESOURCES ASSISTANT**

### **NATURE AND SCOPE OF WORK**

People are at the core of Capilano’s success, and the Human Resources department supports this success through the planning, development, implementation and management of a broad range of human resources services. These services span recruitment, development, well-being, compensation, classification and collective agreement negotiation and administration. Additionally, the HR Department provides oversight of employee engagement and experience initiatives and works across the University to provide learning and development opportunities.

This position provides reception and administrative support to the Human Resources department. The incumbent is primarily responsible for providing excellent HR customer service to the University Community and supporting HR functions and projects for both the Employee Experience, Programs and Services and Organizational Development & Equity, Diversity & Inclusion (OD & EDI) teams. The incumbent reports to the HR Business Partner and indirectly into the Manager, Employee Experience. Core activities include supporting the HR Business Partners, HR Advisors, HR Associates, and other HR Assistants in the completion of HR transactional activities. This is an entry level position with great opportunity for development and career growth.

### **ILLUSTRATIVE EXAMPLES OF DUTIES**

- Provides general, factual information (in-person, by telephone and e-mail) to employees and the general public regarding HR policies and procedures. Triage and escalates issues as required.
- Maintains accurate employee records and file management; responds to requests for data as guided by FOIPOP.
- Maintains accurate data in HRIS and ensures compliance with all relevant HR policies and procedures, and collective agreement requirements.
- Prepares regular and on-demand reports from HR databases, spreadsheets and HRIS.
- Organizes, updates and maintains departmental policies, procedure manuals and templates. Supports the HR department by arranging meetings, researching special interest topics, and responding to routine queries and other related matters, as required.
- Assists HR Directors, HR Business Partners, HR Advisors and HR Associates with various processes, document preparation and distribution.



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- Compiles and prepares materials for department activities, such as meetings, training programs, collective bargaining, employment and benefit packages, orientation materials, and recruitment activities. Takes meeting minutes, as required.
- Supports the facilitation of employee training by maintaining the online employee training calendar, training registration system and communications; organizing training materials on behalf of the facilitators; and setting up training rooms.
- Updates and maintains HR information on external and internal web pages, as required. Assists in the creation of HR promotional materials, as required.
- Works with other HR Assistants to support the department activities, and supports with planning events with scheduling, room bookings, audio-visual support and/or catering.
- Coordinates off-site file management with external vendors, as required
- 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, W.H.M.I.S, and Earthquake).
- Performs duties related to the qualifications and requirements of the position in support of the Human Resources team at Capilano University.

## **REQUIRED KNOWLEDGE, ABILITIES AND SKILLS**

- Extensive knowledge of Microsoft Office applications including Word, Excel, Power Point and Outlook, as well as working knowledge of database and web-based software applications.
- Excellent written, oral and interpersonal communication skills.
- Considerable knowledge of objectives, functions, practices, policies and procedures of human resources management.
- Demonstrated and applicable knowledge of office management practices and procedures.
- Experience working in a unionized environment an asset
- Ability to work and communicate effectively with a diverse customer base regarding policies and procedures, providing assistance in completion of processes and maintaining supportive working relationships with internal and external community partners.
- Capability to effectively manage competing priorities in a fast faced customer service environment with frequent interruptions.
- Demonstrated ability to work collaboratively and accept direction and feedback.
- Ability to maintain a high degree of confidentiality in all aspects of administration in the human resources department, in accordance with FOIPOP.
- Ability to provide exceptional customer service to the University Community.
- Ability to assemble and organize information obtained from a variety of sources efficiently and concisely.
- Ability to plan and prioritize work under tight deadlines, individually and as a member of a team.



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- Ability to foster collegiality among staff, faculty and students as a representative of HR when working with others across the University Community.
- Attention to detail with a high degree of accuracy.
- Exhibit high levels of professionalism, confidentiality, integrity and ethical values at all times.

## **REQUIRED TRAINING AND EXPERIENCE**

- Completion of two-years of post-secondary education in business including courses in Human Resources Management, or related field or a combination of education and experience.
- 1-3 years of Human Resources administrative support experience an asset, including experience with information management systems, online training systems and preferably in a unionized environment.