

## JOB DESCRIPTION

<b>JOB TITLE</b>	Human Resources (HR) Representative
<b>DEPARTMENT / PROGRAM AREA</b>	Corporate Services
<b>REPORTING TO</b>	Human Resources Supervisor
<b>EFFECTIVE DATE</b>	January 2022
<b>SALARY</b>	Band 3

### GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Reporting to the Human Resources (HR) Supervisor, the HR Representative is responsible for the accurate and timely processing of payroll, and the administration of pension and benefits, for District of Nipissing Social Services Administration Board (DNSSAB), including Nipissing District Housing Corporation (NDHC). The HR Representative works closely with the HR and Corporate Services teams to ensure continuous delivery and improvements in all aspect of the organization's HR functions, including payroll and benefits administration, recruitment and selection, attendance and disability management, health and safety, accessibility, and other duties as required. As a member of the HR team, the HR Representative provides confidential HR administrative support to the HR department and will demonstrate excellent customer service skills in interactions with staff at all levels.

There will be two (2) incumbents in this position, who will be cross trained on the full function of position outlined in this job description.

## KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

### **Payroll, Pension and Benefit Administration**

1. Process the bi-weekly payroll for both DNSSAB and NDHC employees, following each employee group's pay schedule and adhering to both group's CUPE Collective Agreements and non-union policies, including processing Board of Directors stipend and monthly Board Honorariums;
2. Ensure the accuracy of information and adherence to provincial legislation including the Employment Standards Act;
3. Administer the group benefits plan and pension plan in accordance with prescribed guidelines from Manulife and OMERS, including enrolment, buy-back, pension calculations, monthly remittances, annual reconciliation, monthly benefit carrier review to ensure appropriate level of benefits are reflected etc.;
4. Liaise with departmental personnel to clarify and verify information to ensure employees are paid correctly;
5. Prepare the reconciliation for union dues and an invoice for union business as per the DNSSAB and NDHC Collective Agreements;
6. Assist with the completion of annual T4's and T4A's and Records of Employment (ROE), and provide to employees on a timely basis;
7. Respond to employee questions related to payroll, pension and benefits, with a focus on excellent customer service, including government and EI requests for payroll and staffing information;
8. Process employee salary changes, promotions, demotions, merit increases and other changes, and set up new employees in INFO HR, and assist to compile and prepare reports as needed. e.g. sick leave, vacation entitlement etc.;
9. Perform reports and calculations as needed for the Director of Corporate Services, specifically when looking at situations such as retirements and terminations;
10. Working collaboratively with the HR Supervisor to perform regular audits of payroll and INFO-HR to ensure accuracy, and when errors are identified work to resolve them as quickly as possible and communicate findings to the affected party accordingly.

### **Recruitment and Selection**

1. Support the HR Supervisor with recruitment-related work including: create job bulletins, schedule interviews, create interview questions, score interviews, conduct reference checks, prepare employment offers, prepare on-boarding packages etc.;
2. Coordinate technical and occupational requirements for new recruitments including: HRIS profile, SharePoint permissions, computer access, email, telephone/cell phone, printer code, swipe card, portal, Citrix key etc.;
3. Coordinates the on-boarding and mandatory legislative training as required;
4. Assist to create statistical reports, using recruitment and training data.

### **Disability Management and WSIB**

1. Support the HR Supervisor in working with employees, management, and other key stakeholders (e.g. insurance company WSIB, medical professionals etc.) in all aspects of attendance and disability management, including preparing correspondence regarding submission of application documentation, status of claims, accommodations and return to work plans;
2. Assist to coordinate WSIB claims and complete WSIB Form 7's for workplace injuries and notify the JHSC of incidents or accidents as directed by the HR Supervisor;
3. Assist to coordinate with Insurance Carrier and HR Supervisor to ensure payments are made adhering to legislation and/or the collective agreement, and/or arrange coordination of benefits.

### **Health and Safety, Accessibility and Employee Assistance Program (EAP)**

1. Provide and organize general administrative support to the management representatives of the Joint Health and Safety Committee (JHSC) for DNSSAB and the Accessibility Committee;
2. Monitor the monthly workplace inspection reports and assist to create statistical reports, using incident and injury data, and other relevant workplace health and safety trends as identified by the JHSC;
3. Support the coordination of workplace health, safety, accessibility, EAP and employee wellness initiatives, activities, and improvements as identified and upon direction of the HR Supervisor;
4. Assist to develop, coordinate and enhance the Health and Safety Programs through identifying safety training needs, assisting in the development of safety policy and work procedures and working with the Joint Health and Safety committee to ensure compliance with safe work Regulations.

**Additional Responsibilities**

1. Maintain employee personnel files hard copies and/or electronically as required, and archive old files in accordance with the HR retention policy;
2. Respond to and provide support and solutions to employees on general inquiries utilizing legislation, organizational policies, procedures and collective agreements;
3. Process HR department invoices as required, and liaise with Finance and outside vendors on inquiries related to HR invoices;
4. Assist to develop, coordinate, enhance and implement HR programs in accordance with the needs of the DNSSAB, corporate expectations and/or legislative requirements;
5. Ensure and maintain compliance within Occupational Health and Safety Act (OHSA), Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act (AODA), Workplace Safety and Insurance Act (WSIA) as well as employment and other related legislation;
6. Perform project work for the Director of Corporate Services and other duties as assigned;
7. Maintain confidentiality of all HR information related to employees, payroll, benefits, disability, medical information, discipline, performance etc.

**As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.**

## QUALIFICATIONS

- Two year post-secondary diploma in HR Management, Payroll Administration or related acceptable program is required;
- One year of HR and payroll administration experience in a multi-faceted environment, preferably within a public sector organization;
- Knowledge of the Ontario Human Rights Code, Employment Standards Act, Occupational Health and Safety Act, Freedom of Information and Protection of Privacy Act, and other related legislation;
- Demonstrated understanding of basic financial concepts including direct experience processing payroll;
- Working knowledge of HRIS systems, MS SharePoint, and Office suite of programs is required; experience with Pay Web is considered an asset;
- Excellent interpersonal, organizational, and presentation skills including excellent oral and written communication skills;
- Strong customer service and follow up skills;
- Ability to maintain confidentiality;
- Ability to manage daily workload, set priorities and meet required deadlines while managing with completing demands;
- Ability to work both independently and co-operatively as member of a team;
- A self-starter, with ability to work with all levels of the organization;
- Ability to multitask and prioritize workload in a fast-paced environment;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Flexibility of hours and location of work may be required;
- Valid Ontario Driver's License and a vehicle available for use on the job.

## **COMPENSABLE FACTORS**

### **COMPLEXITY / JUDGMENT**

[The decision-making aspects of the position, the variety and relative difficulty of the material or information upon which decisions are based and the use of knowledge and experience in making the decisions.]

Work is generally standardized.

### **EDUCATION AND SPECIFIC TRAINING**

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities / today's levels and standards are utilized – Education and Work Experience are rated together.]

Two year college diploma.

### **EXPERIENCE**

[The length of time required to learn, under instruction or guidance is measured along with the essential techniques and skills the job calls for / work experience is gained on the job under consideration, on prior jobs where the same or more elementary principles and techniques are used and on related jobs where the required body of knowledge can be built up – this is assuming the “incumbent” starts with the education level specified in the Education factor.]

One year of experience.

### **INDEPENDENCE OF ACTION**

[Reflects the amount of direction and control received from either personal supervision or standard practices and precedents – also considers ingenuity, creativity and original thought required in the job.]

Works under occasional supervision.

### **RESULTS OF ERRORS**

[Considers the extent of losses to the organization – such losses may result from mistakes occasioned by insufficiently considered decisions or judgements – only in lower level positions is consideration given to carelessness / results of errors is also used to evaluate responsibility for the safety of others.]

May cause inaccuracies in reports and records.

## CONTACTS

[Contacts refers to the relative importance to the organization of necessary personal relationships of the position holder to others / the contacts can be internal to the organization and external.]

Requires tact to discuss problems, submit reports, and make recommendations.

## CHARACTER OF SUPERVISION

[Considers the degree, kind and intricacies of supervisory responsibility – such responsibilities may involve direct functional direction as in “line” positions or advisory responsibilities as in “staff” relationships]

No supervisory responsibility.

## SCOPE OF SUPERVISION

[Appraises the size of the direct line responsibilities measured in total number of persons supervised.]

No supervisory responsibility.

## PHYSICAL DEMANDS

[Considers the degree and severity of exertion associated with the position.]

May require considerable visual attention and/or mental concentration.

## WORKING CONDITIONS

[Evaluates the disagreeableness of the job environment from the employee’s standpoint – it includes the degree of health hazard and any aspects of necessary travel occasioned by the job.]

Mostly inside and limited travelling.