

## Job Description

---

<b>Job Title:</b>	HR Coordinator
<b>Department:</b>	Human Resources
<b>Reports To:</b>	Manager, HR Operations
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5 - 7
<b>Effective Date:</b>	May 2021

---

### **Primary Purpose**

The HR Coordinator is primarily responsible to provide initial guidance and process knowledge to clients (including Managers, Administrators and past/present/future employees) related to the employment lifecycle. This includes hires, job changes, benefit administration, retirements/resignations, etc. as well as ensuring integrity of the processes and data within the Workday system.

### **Key Accountabilities**

#### **Provide guidance support and coaching for a wide variety of client inquiries, including payroll, pension, benefits, and Workday utilization.**

- Provide effective customer service support at main HR Reception area in a professional manner
- Responds to HR related questions in a timely manner, conducts research where necessary to accurately respond to the majority of client queries. Collaborates with subject matter experts on escalated issues when required
- Responsible for providing service through centralized HR Service Delivery tools including the main e-mail account (HRHelp) and HR Reception area
- Provides client service in the areas of hiring for various employment types, benefit events, payroll information and ensuring strong processes to enable seamless processes
- Correspond with benefit providers and government agencies as necessary to support employment needs or inquiry resolution
- Engage with Managers to administer the staff probation tracking process
- Provide direction to campus related to various business processes within Workday system and provide troubleshooting support.
- Liaise with HR team and campus as necessary to support inquiry resolution
- Ensures effective communication with hiring managers, HR Client Services and Compensation and Benefits to support current processes
- Escalate issues/inquiries as required to areas of expertise per established process
- Maintain data to support effective client service measurement as required

#### **Accurately assess, create, update and audit employee information to ensure alignment with organizational policies, procedures and legislative requirements**

- Responsible for accurate data inputs to enable correct outputs from Workday related to employee life cycle events, from hire through termination including personal data changes, banking or tax information, and benefit information.
- Knowledgeable on University of Waterloo policies, procedures, guidelines and current practices to support inquiries
- Responsible for defining criteria for audits (including data and process) within Workday related to employee life cycle events from hire through to termination.

## Job Description



- Responsible for conducting the audits, investigating root cause, identifying a solution and implementing the solution as applicable for employee life cycle events
- Responsible for oversight and final approval of all campus-initiated business processes to enable completion of process
- Responsible for accurate creation of employment records within the HR Management system
- Responsible to provide guidance and support to various campus stakeholders ensuring compliance with current requirements
- Responsible for creating and maintaining HR Employee files
- Sorting/filing of documentation
- Management of probation completion process for staff
- Manage and co-ordinate mass templates to support various key Workday processes. Use manual integrations to load mass information to Workday

### **Responsible for benefit administration for established benefit programs including health, dental, life insurance and University Health Insurance Plans**

- Ensures accuracy and provides employee support for benefit enrollments on hire, job changes and life event changes
- Responsible for triaging and investigating benefit administration issues to determine appropriate resolution
- Liaison with Benefit Providers to troubleshoot issues and support issue resolution
- Managing review and approvals of all employee-initiated benefit events to ensure accuracy of changes. Auditing and following up with employees as necessary to ensure proper coverages
- Responsible for administration of the University Health Insurance Plan for employees, including enrollments, updating third party insurer website, reconciling monthly bills and sending deposits to Finance
- Updating of data in 3<sup>rd</sup> party benefit systems to ensure integrity of data
- Audit the integrity of benefit Business Processes within Workday, identifying gaps and providing input on solutions

### **Responsible to continually improve upon existing processes to enhance client experience**

- Accountable for providing essential input for identifying and actively participating in continuous improvement initiatives within established area of responsibility to support providing excellent customer service
- Responsible for reviewing service metrics and taking action to return to standard or to improve from the established standard
- Document, and maintain administrative procedures and work instructions for HR Operations processes
- Support special projects and initiatives as required

### **Additional Accountabilities as required**

- Responsible for all processes related to the security access for Human Resources team (keys, fobs, filing system)
- Key point of contact to initiate overall building maintenance issues with Plant Operations
- Responsible for Employee File Management process
- Responsible for ordering and maintaining office supplies
- Other duties as required

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that*

## Job Description



assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required. **Required Qualifications**

<b>Education</b> <ul style="list-style-type: none"><li>• Post-Secondary Diploma or Degree in a Business-Related discipline.</li><li>• Working towards the Certified Human Resources Leader (CHRL) is a requirement.</li><li>• Progression to the senior level requires designation as CHRL.</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• USG 5-6: A minimum of 2 years HR operational experience with knowledge of general HR practices, legislation and HR technology including HRMS systems within a high volume environment. Experience with a number of benefit administration processes</li><li>• USG 7: &gt; 3 years experience including within Higher Education. Experience to effectively coach and provide guidance to campus and provide expertise to internal and external clients on a wide variety of HR accountabilities. Advanced knowledge on key benefit administration end to end processes, operational processes within the HRMS system and University of Waterloo guidelines and policies as applicable</li><li>•</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Excellent interpersonal and communications skills to provide excellent client service to both internal and external stakeholders</li><li>• Able to demonstrate strong attention to detail, problem solving and organizational skills.</li><li>• Must be able to demonstrate knowledge of applicable current Employment Legislation including the Employment Standards Act</li><li>• A team player with the ability to multi-task and prioritize work independently, at times with conflicting priorities</li><li>• Experience working with HR systems – experience working with iCIMS and Workday an asset</li><li>• Proficient in Microsoft Office Applications; Word, Excel, PowerPoint, Outlook</li><li>• Must be a team player who thrives in a busy environment, while upholding strong business and work ethics</li><li>• Benefit administration experience is an asset</li></ul>

### **Nature and Scope**

- **Contacts:** Internally, communicates with employees and managers in all groups and departments at the appropriate level to resolve data, administrative, UW policy and legal compliance issues related to area of responsibility. At times will initiate meetings to present information/problems to work collaboratively to obtain agreement on required action. Communicates with team members and others in HR on a regular basis to coordinate and execute area of responsibility. Communicates externally with 3rd party providers to investigate employee issues or inquiries and resolve problems.
- **Level of Responsibility:** The position is responsible for supporting processes within the HR Operations team ensuring that all practices meet defined quality and service objectives. Responsible for ensuring confidentiality of data and any client interactions is maintained. Responsible for ensuring that items processed are compliant with policy and guidelines within established deadlines. This position has no direct reports, however provides guidance to employees, department administrators and managers across the University.
- **Decision-Making Authority:** Responsible for decision making and problem solving within the responsibilities of the process that is being supported. Conducts investigations, uses judgement in resolving an issue and makes adjustments/corrections as necessary. Consultation with Manager, HR Operations only required when unique situations occur.

## Job Description

---



- **Physical and Sensory Demands:** Moderate sensory demands typical of a position in a very busy, customer focused office environment with constant interruptions. Extensive sitting and repetitive finger movements due to computer data entry.
- **Working Environment:** As a frontline customer service position, there is moderate exposure to disagreeable conditions in the form of inappropriate or confrontational behaviour. Regular interruptions to deal with customers are to be expected.