Job Description

Job Title: Human Resources Client Support Administrator
Department: Human Resources
Reports To: Manager, HR Administration
Jobs Reporting: None
Salary Grade: 4-6
Effective Date: September 2019

Primary Purpose
The Human Resources Client Support Administrator is primarily responsible to provide front line customer service for past, present and future employees related to the employment lifecycle as well as ensuring integrity of the processes and data within the Workday system. Specifically, the key accountabilities include:

Key Accountabilities

Provide initial customer support for a wide variety of HR inquiries, including payroll, pension and benefits.
- Respond to past, present or future employee inquiries in a timely manner for all HR related inquiries. Conducts research where necessary to accurately respond to employee inquiry.
- Overall administration of centralized HR Service Delivery tools including the main e-mail account (HRHelp)
- Provide support/coverage at HR Reception as required
- Correspond with 3rd party providers as necessary to support inquiry resolution
- 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 create, update and audit/validate employee information to ensure alignment with organizational policies, procedures and legislative requirements
- Responsible for input, running reports/auditing data and business processes within Workday related to employee life cycle events, from hire through termination
- Responsible for oversight and final approval of all campus-initiated business processes to enable completion of process
- Responsible to provide guidance and support with various campus stakeholders to ensure 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 day to day benefit administration
- Contact employees to communicate benefit and pension coverage eligibility
- Liaison with Benefit Providers to support issue resolution and day to day management
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- Managing review and approvals of all employee-initiated benefit events
- Manage distribution of standard benefit documentation such as benefit cards
- Responsible for overseeing the enrollment of the University Health Insurance Plan with employees and updating third party insurer website.
- Updating of data in additional benefit systems to ensure integrity of data. Support new employee one on one sign up administration and benefit data entry as required

**General Office Administration**
- Responsible for all processes related to the security access for Human Resources team (keys, fobs, filing system)
- Key point of contact for Office Equipment requirements/relocations
- Key point of contact to initiate overall building maintenance issues with Plant Operations
- Responsible for annual Employee File Management process
- Responsible for ordering office supplies and maintaining an appropriate inventory level of necessary items
- Distribution of mail

**Support Continuous Improvement Initiatives**
- Accountable for identifying, actively participating in and implementing 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 Services processes
- Support special projects and initiatives 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 assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

**Required Qualifications**

**Education**
- Post-Secondary Diploma or Degree in a Business-Related discipline. A Professional Human Resources certification (CHRP) is an asset.

**Experience**
- A minimum of 2 years of HR operational experience with knowledge of general HR practices and HR technology.

**Knowledge/Skills/Abilities**
- Excellent interpersonal and communications skills to provide excellent client service to both internal and external stakeholders
- Able to demonstrate strong attention to detail, problem solving and organizational skills.
- Must be able to demonstrate knowledge of applicable current Employment Legislation including the Employment Standards Act
- A team player with the ability to multi-task and prioritize work independently, at times with conflicting priorities
- Experience working with HR systems – experience working with iCIMS and Workday an asset
- Proficient in Microsoft Office Applications; Word, Excel, PowerPoint, Outlook
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- Must be a team player who thrives in a busy environment, while upholding strong business and work ethics
- Benefit administration experience is an asset

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 such as Great West Life Insurance Company to investigate employee issues or inquiries and resolve problems.

- Level of Responsibility: The position is responsible for supporting processes within the HR administration 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 in compliance 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 regarding proper procedures, required information, etc.

- Decision-Making Authority: Responsible for decision making and problem solving within the responsibilities of the process that is being supported. Investigates issues, uses judgement in providing information and explanation to those involved, conducts investigations and uses judgement in resolving an issue or to makes adjustments/corrections as necessary. Consultation with Manager, HR Services only required when unique situations occur.

- 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 front line customer service position, there is moderate exposure to disagreeable conditions in the form of angry/confrontational customers where potential for conflict may occur as a result of displeasure or may be upset with University benefit coverage, HR procedures, lack of pay, Regular interruptions to deal with customers are to be expected.