

Job Description



Job Title:	Total Rewards Specialist
Department:	Human Resources (HR)
Reports To:	Director, Total Rewards
Jobs Reporting:	None
Salary Grade:	USG 8/9
Effective Date:	January 2023

Primary Purpose

The Total Rewards Specialist supports the Director, Total Rewards with the design, communication, and maintenance of the University's compensation, benefits (including pension), and other policies and programs, ensuring that the administration of arrangements by vendors and other internal partners are in alignment with vendor contracts, institutional policies, and guidelines, as well as in compliance with legal and fiscal regulations/requirements. Contributes to the achievement of the Office of the Provost, Human Resource's goals including the delivery of professional services to the community.

Key Accountabilities

Remain Current and Conversant with Compliance Requirements, Trends, and Best Practices

- Maintain awareness of legislation, regulations, and standards related to area of responsibility to ensure compliance
- Maintain awareness of best practices and emerging issues related to area of responsibility
- Maintain a strong grasp on the industry through participation in industry groups, networking with peers and conference attendance to gain insights into trends as well as arrangements of comparable entities
- Participate in professional development to aid in ongoing knowledge and skills acquisition
- Maintain an awareness and deep understanding of Memorandum of and Collective Agreements with the Associations and Unions to deliver against corresponding commitments; identify issues requiring attention to the Director, Total Rewards to support planning with other HR colleagues
- Participate in Total Rewards surveys, collaborating with others in HR as required to fulfill data requirements requested; analyze aggregate results and proactively identify trends or issues relative to the target market competitive position
- Proactively and independently develop reports and analyses for review by the Director, Total Rewards to ensure an ongoing understanding of the competitiveness of the employee value proposition

Conduct program level activity to ensure accurate and consistent management, application and/or reporting of requirements

- Lead the annual Salary Increase processes (Faculty and Staff) and fulfill responsibility for ensuring clear procedural understanding and accurate application of annual salary adjustments by employee
 - Develops timelines and shares with those involved with the processes (i.e., within HR and campus for the Staff process and with the Faculties for the Faculty process)
 - Develops communications and update applicable materials regarding performance assessments (review for Faculty, appraisal for Staff) timelines and tools to collect data
 - Working with the HR/IST colleagues, evaluate system performance to support the annual process and actively participate in system testing; develop and run reports to test data

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- Ensure supporting data is accurate and complete (including performance ratings, weightings for Faculty, pay ranges for Staff)
- Obtain final approval of new salaries: create FSI turnaround reports and send to Faculties and Provost Office and/or delegates; SSI listings for Salary Pool Approvers for supplemental value updates
- Load new salaries in Workday, manage any corrections and prepare salary advices and for Faculty, histograms for individual employees
- Prepares analysis of post annual salary cycle to achieve reporting requirements to FAUW or presentation to and review by the PACSC
- Educates community as required to support an understanding of the processes
- Working with the providers (Green Shield Canada, Sun Life Financial, Homewood Health) and consultants (Aon, LifeWorks, Mercer), analyzes benefit and service contract renewals; develop reports for review by the Director, Total Rewards and provide presentations to decision making forums/individuals
- Develop the annual Public Sector Salary Disclosure listing for review by the Director, Total Rewards, and post to the government's portal following Presidential approval
- Develop annual proposal for paid holidays in alignment with Policy 38 for review by the Director, Total Rewards and post to the Human Resources website following Presidential approval
- Lead the annual Staff vacation carry over process including requests for excess carry forward of balances more than 10 days
- Management of aggregate benefits data, including the weekly integration for Green Shield Canada (the healthcare provider), monthly integrations for Ariel (pension administration system), monthly ASO billings and LTD/Life remittances, compliance audits, valuation data (OPEB and PEB), and payroll deductions; maintain a monthly ASO reconciliation accounting spreadsheet
- Monitor minimum wage legislation and coordinate changes as required
- Conduct regular audits of Workday (i.e., benefits enrolment data, salary pool approvers/SSI or FSI plan assignment) to ensure participation is in alignment with eligibility criteria and other design parameters

Documentation and Communication of Total Rewards Arrangements

- Ensure program documentation is current and accurate, liaising with vendors and other internal colleagues to coordinate updates as necessary to contracts, policies, and plan documents
- Ensure Workday accurately captures key details of design parameters (e.g., Staff pay ranges, hourly rates, Faculty floors/thresholds, healthcare budget rates, LTD/Life premium rates, etc.)
- Provide functional direction to HR colleagues to ensure the accurate application of provisions related to employee entitlements throughout the employment life cycle
- Support the ongoing understanding of existing arrangements to employees and stakeholder groups through a broad range of channels including active (e.g., information sessions, committee meetings, employee presentations) and passive (e.g., static information on websites, emails, daily bulletin articles) communications
- Work with Creative Services and other internal partners to ensure that the Employee Benefits Program booklet is accurate and current (i.e., each January 1 and May 1) and posted to the HR website; monitor the HR website for revisions as required on an ongoing basis
- Develop and present the annual benefits utilization report (past trends and special analyses) as well as the annual EFAP utilization report for presentation and review by various committees, as required
- Maintain current and accurate program information on the HR website relative to area of responsibility; maintain communication and training materials in area of responsibility and liaises with HR colleagues as required to ensure understanding of current arrangements

Support the Effectiveness of the HR System Application

- As a Subject Matter Expert for partial/complete modules in the HR system (Workday), work with HRPT and IST Teams to:
 - Define requirements in accordance with the University policies and legislative requirements
 - Test configuration changes and ongoing release updates to ensure achievement of requirements
- Work with HRPT, IST, and other HR users of Workday, to ensure the system's configuration allows for accurate and compliant processing; identify issues that are impacting the effectiveness, efficiency, or accuracy:
 - Identify upstream issues that are impacting accurate and efficient processing
 - Provide suggestions (data, coding, processing, configuration) that might be viable solutions to address and resolve the production issues
 - Support the testing of such configuration changes to ensure achievement of requirements

Other duties as required

- Customer support to other areas of HR and the University community for area of responsibility; support escalated Tier 3 level employee inquiries
- Participates in special projects to ensure that effective, efficient, and compliant processes and practices are developed and maintained
- Participates in HR cross functional review of processes and procedures, especially Workday configuration considerations; participate in implementation and roll-out of new initiatives
- Member of committees that are advisory to the Associate Provost, Human Resources (i.e., EAP, Healthy Workplace Committee); supporting resource to the Staff Relations Committee (SRC), Faculty Relations Committee (FRC), Provost's Advisory Committee on Staff Compensation (PACSC), Pension & Benefits Committee, and other working groups/forums; prepare/present reports to support agenda items, 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.*

Required Qualifications

Education

- Undergraduate degree or equivalent required. Consideration will be given to candidates with equivalent education and experience who possess advanced computing skills.
- HR post-graduate designation and/or Certified Compensation Professional (CCP) designation or working towards a designation is preferred; Certified Human Resources Leader (CHRL) designation an asset.

Experience

- 3-5 years of progressive experience in HR, with exposure to absence, benefits and compensation

Knowledge/Skills/Abilities

- Accuracy and attention to detail in work, proven analytical and problem-solving skills, strong customer service focus
- Working knowledge of Ontario's Employment Standards Act, Canadian Human Rights Act, and other relevant legislation
- Proven critical thinking skills
- Strong oral and written communication skills

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- Ability to multi-task and prioritize work, at times with conflicting priorities
- Experience with Workday and advanced skills in Microsoft Office suite (Word, Excel, PowerPoint, Teams, Outlook) with demonstrated experience with relational databases

Nature and Scope

- **Contacts:** Internally, communicates with employees and all departments at all levels, to resolve problems and ensure data is received as needed. Externally, this position has contacts with colleagues at other universities and local employers and benefit providers/vendors. Works with a diverse group of constituents and will handle confidential information. Works with HRPT and IST teams to develop and maintain the effectiveness of Workday and ensure adherence to the established processes and controls.
- **Level of Responsibility:** The position is expected to be self-directed in responding to campus requests and will act as an escalation point for sensitive employee issues related to benefits, absence, and compensation; responsible and accountable for the accuracy and integrity of the annual Staff salary increase process and all date reports under their control.
- **Decision-Making Authority:** Responsible and accountable for ensuring accuracy and efficiency of processes under their jurisdiction.
- **Physical and Sensory Demands:** High level of attention to details and assessment of accuracy of reporting data.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an office environment with some deadlines and competing demands. Will deal with sensitive situations.