

Job Description

Job Title:	HR Administrator, Client Services
Department:	Human Resources
Reports To:	HR Manager, Talent Acquisition
Jobs Reporting:	none
Salary Grade:	USG 6
Effective Date:	July 1, 2017

Primary Purpose

The HR Administrator, Client Services is primarily responsible for recruitment administration to support the Talent Acquisition team, the Applicant Tracking System (ATS) and the recruitment process.

Key Accountabilities

Recruitment Administration in the ATS

- Provide administrative support to Talent Acquisition Specialists within the ATS throughout all stages of the recruitment cycle for temporary hiring
- Manage candidates within the ATS, connecting hiring managers with qualified candidates, and creating a talent pipeline for future hires
- Accountable to keep to tight recruitment timelines, responding to numerous inquiries from a variety of stakeholders throughout all stages of the recruitment cycle
- Advance candidates through the appropriate statuses in the ATS ensuring all steps in the recruitment process have been followed
- Consult with hiring managers to prepare formal offers of employment
- Hire candidates in the ATS and coordinate with the hiring manager to ensure all applicants have been notified
- Support Talent Acquisition Specialists with interview guides, answering candidate questions and potentially screening of applicant resumes
- Identifying potential process improvement opportunities to streamline the execution of existing recruitment practices

Assignment of Job Codes

- Work with the Job Evaluation team to assign accurate job codes and grade levels for temporary positions
- Maintain accurate employee records within the HRIS related to recruitment transactions
- Act as a liaison between the HR Partners and the Job Evaluation team to facilitate the grading process
- Review of job descriptions, working with hiring managers and HR Partners to ensure that the necessary content is included

Human Resources Administration

- Front line support for hiring managers providing advice and guidance regarding internal policies and procedures as they relate to recruitment, escalating issues to the appropriate subject matter expert when required
- Respond to external inquiries from candidates related to recruitment
- Perform various due diligence support functions for incoming candidates; which may include background checks, education verification, criminal background checks, etc.
- Administrative tasks related to new employee onboarding, ensuring that all of the offer and payroll documentation is complete and in place
- Responding to many competing demands by identifying priorities and demonstrating effective time management

Required Qualifications

Education <ul style="list-style-type: none">• University Degree in a related field or equivalent education and/or experience• CHRP designation, or in the final stages of certification
Experience <ul style="list-style-type: none">• 3 years HR administration experience• 2 years of customer service experience• Experience working with an applicant tracking system an asset
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Detail oriented and able to deal with large volumes of information arriving from various sources• Demonstrated enthusiasm for client-focused service delivery, demonstrating exceptional communication skills is a must• Demonstrated knowledge of the ESA and other relevant employment legislation as it relates to the recruitment cycle• Ability to collaborate among team members; contribute ideas, opinions, and skills toward the achievement of a common goal• Proven experience with proactive identification of issues, trends and executing solutions• Demonstrates flexibility and thrives in a fast-paced, action-oriented environment, with ability to juggle long term goals and short-term deliverables• Ability to work independently and apply good judgment (e.g., knowing when to escalate issues, etc.)• Ability to work within established procedures and practices• Strong organizational and time management skills

Nature and Scope

- **Contacts:** Works closely with Talent Acquisition Specialists, HR Partners and Job Evaluation teams. Daily interaction with hiring managers. Interaction with third party providers for checks.
- **Level of Responsibility:** This role works independently and must manage a large volume of work with multiple stages and details. TAs, HRPs and JE rely heavily on this role for regular updates and a sense of urgency.
- **Decision-Making Authority:** This job is specialized work with minimal supervision. Decisions are based on pre-determined guidelines and processes.
- **Physical and Sensory Demands:** Attention to detail is critical in this role. Multiple and regular distractions are expected as multiple stakeholders rely on the timely delivery of resources.
- **Working Environment:** This role is office based but has lot of time sensitive deadlines and pressure from multiple stakeholders.