

## Job Description

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

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### **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

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

## 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.