Human Resources Assistant, Service Desk

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Position covered by the Memorandum of Agreement with the University of Guelph Exempt Group

Human Resources Assistant, Service Desk

Human Resources

Hiring #: 2019-0121

Please read the Application Instructions [1] before applying

As the first point of contact for students, staff, faculty and the general public visiting the office, the Human Resources (HR) Assistant is the face of the department. Reporting to the Administrative Officer, the HR Assistant is responsible for the overall operation of the Service Desk and for creating a positive experience for visitors to the department as well as supporting the smooth operations of HR functions by performing a variety of clerical duties.

Working independently, within a team environment, the HR Assistant responds to client inquiries by phone, email or in person at the HR Service Desk. The incumbent assists clients with systems and process inquiries and is required to be knowledgeable and have a full understanding of HR policies, processes, employment legislation and consequences in order to provide appropriate and accurate information and instructions to visitors. The incumbent supports core HR functions by performing a variety of clerical duties and by fulfilling a range of data entry requirements. The HR Assistant also manages various email accounts including the general HR inbox and the Careers email account and updates the HR website as required.

To be considered for the position of HR Assistant, candidates must have:

- A client service focus with strong interpersonal skills complemented by excellent oral and written communication skills and the ability to use diplomacy, tact and good judgment;
- Ability to multi-task and work with numerous interruptions while managing conflicting priorities to ensure deadlines are met;
- Strong attention to detail and accuracy;
- Demonstrated ability to work independently, take initiative and problem-solve;
- Ability to maintain strict confidentiality and discretion;
- Demonstrated proficiency using operating systems including the suite of Microsoft Office programs, Internet tools and standard office equipment. An aptitude to learn new software applications is an asset.
- Interest and aptitude for learning and understanding HR programs, policies, processes and employment legislation;
- Community College diploma plus several years of office experience or an equivalent combination thereof.

Position Number         060-047
Classification               Exempt Group Salary Band 3
Salary Range              $20.86 Minimum (Level 1)
$23.29 Normal Hiring Limit (Level 3)
$28.16 Job Rate (Level 7)

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.
Posting Date: 2019 02 27
Closing Date: 2019 03 06

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/human-resources-assistant-service-desk

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply