Human Resources Service Associate

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Human Resources Service Associate

Human Resources

Temporary full-time from August 15, 2023 to September 30, 2024
Five (5) positions
Hiring #: 2023-0458

Please read the Application Instructions [1] before applying

The University of Guelph is seeking dynamic and motivated individuals to join the Service Associate team within Human Resources.

It is an exciting time to join Human Resources as the University is in final stages of a multi-year project to implement SAP SuccessFactors, the new Human Resources Management system solution. This contemporary platform includes a new payroll system that will have a broad impact across all levels of the organization and is designed to mitigate regulatory, operational, and financial risk through improved systems reliability and security.

Reporting to the Manager, HR Services, Service Associates are key members of the Total Compensation team who ensure the timely processing of the University’s bi-weekly payroll. Service Associates have an in-depth and continuing understanding of payroll related legislation, University policy and collective agreements/handbooks provisions, to ensure employees are paid in a manner that is compliant, accurate and timely. They are responsible for investigating and resolving payroll and benefit issues, exercising judgement as to what corrective action must be taken, and advising clients of those decisions.

As a key point of contact for employees, retirees and departmental administrators, Human Resources Service Associates consult and advise on routine human resources, payroll, benefits and pension inquiries. They conduct new employee information sessions and ensure accurate enrolment in employee group benefit/pension plans. Human Resources Service Associates are responsible for investigating and resolving payroll and benefit issues exercising judgement as to what corrective action must be taken and advising clients of these decisions. They correspond with external agencies (benefits carrier, Service Canada) as required to verify information and resolve any issues.

Requirements of the position include:

- Two-year community college diploma and have attained (or in the processing of attaining) the Payroll Compliance Practitioner certification
- Several years of previous experience working in a payroll and employee group benefits function
- Experience working with HRIS or payroll systems
- Excellent written and verbal communication skills
- Strong attention to detail and accuracy
- Proven analytical and problem-solving skills
- Intermediate knowledge of Microsoft Office applications
- Strong and effective organizational skills with follow through including the ability to manage multiple priorities
- Demonstrated understanding of payroll principles and regulations is required
- Open to learning, exercise good judgement and have a high degree of flexibility
- High level of diplomacy, sensitivity, and confidentiality

Position Number         060-TFT
Classification               P01

**At the University of Guelph, fostering a culture of inclusion** [3] 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: 2023 07 31
Closing Date: 2023 08 24 (extended)


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

Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply [2]
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