



JOB DESCRIPTION

Employee Services Clerk

Department	Employee Services	Reports To	Human Resources Administrator
Indirectly Reports to:	Health & Safety Officer HR Manager	Indirectly Supervises	N/A
Hours of Work	35 hours per week, Monday to Friday. Flexibility in scheduling is necessary as there may be the occasional requirement to change shifts, adjust work hours and attend functions outside of normal work hours.		

POSITION SUMMARY:

Under the direction of the Health & Safety Officer and Human Resources Administrator, the Employee Services Clerk performs a wide range of clerical duties related to confidential human resources and health and safety for the organization. The position will be tasked with additional special project work as necessary.

KEY DUTIES PERFORMED:

1. Assists with the hiring and recruiting of all personnel through support of management by completing job postings, job descriptions, interview questions, reference checks and additional ad purchasing when required and approved.
2. Assists with processing, verification, maintenance, and termination of personnel records – electronic and paper.
3. Assists in preparation of new employee orientation packages, digital or paper, to ensure new employees receive all necessary information.
4. Maintains and updates all departmental resources such as the Welcome Booklet, the Health & Safety Orientation Booklet and onboarding materials for the department.
5. Supports the maintenance of employee address, phone extension lists, and emergency contact information.
6. Creates and publishes job postings and job ads for all positions.
7. Reviews resumes and provides to management for all positions.
8. Assists in creation and scheduling of interviews when required.
9. Distributes physical and digital training material.
10. Responsible for the daily management of all Health and Safety related documentation as per City policy and WorkSafeBC
11. Provides clerical support for all Health & Safety matters including claims management, training, contractors, injury, reporting, Joint Health & Safety Committees.
12. Updates, prepares, produces, and distributes various departmental and annual reports to the Health and Safety Officer.
13. Maintains training records, calendar, and sets up safety training as required.
14. Maintains computer programs relating to Employee Services.

15. Assists in planning Employee Services events and activities.
16. Prepares agendas for and takes accurate minutes at meetings as needed.
17. Maintains courteous and positive relationships with employees.
18. Composes and prepares correspondence, memos, and reports for the Employee Services Department, including Payroll and Health & Safety as needed.
19. Performs records management duties such as maintaining filing systems and databases and conducting file searches.
20. Coordinates meetings and other related municipal functions and special events when needed.
21. Answers phone calls and processes emails in a timely and professional manner.
22. Performs other related duties as required.
23. Assist in the development, implementation, and use of tools for managing and analyzing financial data for reporting, labour negotiations, and budgets.
24. Create and maintain policies and procedures as needed.

REQUIRED KNOWLEDGE, ABILITIES & SKILLS:

1. Completion of Grade 12 education, as well as the Applied Business Technology program, Health & Safety certification, Human Resources certification or an equivalent combination of education and experience.
2. Excellent proficiency in Microsoft Office programs such as Word and Excel.
3. Excellent interpersonal and communication skills and ability to deal with people in a tactful, diplomatic and professional manner.
4. Superior organizational skills and attention to detail.
5. Ability to self-organize work and priorities, work under pressure due to the frequency of interruptions and to work with limited supervision.
6. Knowledge of and experience in using the proper form of business letters and business English.
7. Accurate and efficient keyboarding skills – minimum of 60 wpm typing speed.
8. Ability to communicate with tact and discretion when dealing with or settling request, complaints or clarifying information to customers.
9. Two years of relevant work experience in a payroll environment.
10. Superior communication and interpersonal skills, and ability to effectively articulate information through a variety of means with tact and diplomacy while working with management and Union personnel, elected officials, other governmental agencies and the public.
11. Proven ability dealing with sensitive material with tact, diplomacy and confidentiality.
12. Ability to follow and implement the objectives of the department as set by the Manager.
13. Capacity to reason and analyse data to accomplish work objectives, and ability to assess situations and identify possible courses of action and/or opportunities.
14. The ability to perform all of the duties outlined above in a safe manner following established Operational Guidelines, Occupational Health and Safety rules, Violence in the Workplace policies, and WSBC Regulations (i.e., WHMIS).
15. Willingness to participate in all future training opportunities.
16. Ability to develop and implement new work methods and procedures, identify problems, and develop alternate solutions and implement changes as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS:

1. Completion of Business Administration, Office Administration, Health & Safety, or HR Courses.

2. Completion of Superhost or Telephone Etiquette course or similar.
3. A working knowledge of relevant legislation.

NOTE: The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.