

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position	Financial Code	
08-14618	Human Resources Assistant	Manager, Human Resources (08-04470)	08050-01-1-235-0800000-01-????	
Department		Division/Region	Community	Location
Culture & Heritage		Corporate Services (08050-01)	Qikiqtaaluk	Iqaluit

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.

Reporting to the Manager, Human Resources, the Human Resources Assistant position works closely with the Human Resources Coordinator and manages leave and attendance administration for the department, prepares and submits payroll and staffing documentation, and prepares reports as necessary. The Human Resources Assistant will provide advice on policies and procedures regarding leave and attendance, and maintain all electronic and non-electronic records.

The incumbent will provide Human Resources (HR) support to the Manager, Human Resources, and also provide frontline services for the Department of Culture & Heritage to the public while providing administrative support to the Corporate Services Division. The Human Resources Assistant manages the distribution of incoming mail and the posting of outgoing mail, and coordinates deliveries and pick-ups with cartage companies. The incumbent will be responsible for taking and relaying messages and ensures all attendance registers/records are received from all attendance monitors from all bodies governed by the department of Culture & Heritage.

3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?

The Human Resources Assistant provides coordination, tracking, and reporting administrative support to the Manager, Human Resources. This support is required to ensure the smooth operation of Human Resources functions within the department. The Human Resources Assistant has an impact on the efficiency of Corporate Services and in turn, the services provided to employees of the Department of Culture and Heritage. The position maintains confidentiality regarding the substance and structure of the work undertaken, and is fundamental to the strategic and operational aspects of the department.

The incumbent, through their activities, ensures that the Department adheres to and responds to the requirements outlined in the Human Resource Manual, Nunavut Employees Union Collective Agreement, the Excluded Handbook, and Senior Managers Handbook, and any other applicable legislations, regulations, policies, directives, procedures, etc... The position supports the fundamental commitments of the Government of Nunavut by communicating fluently in both Inuktitut and English.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

Under the direction of the Manager, Human Resources, the Human Resources Assistant provides administrative support by:

- ◆ Providing training to staff in the areas of leave and attendance recording and tracking;
- ◆ Preparing personnel files for all employees, and filing all pertinent paperwork in a timely manner;
- ◆ Ensuring that all attendance registers/records are completed and received from all attendance monitors from all divisions governed by the Department of Culture & Heritage, and submitted to the Manager, Human Resources at the beginning of each month;
- ◆ Working with the Human Resources Coordinator to complete leave credit verifications and application data entry;
- ◆ Working with the Human Resources Coordinator in gathering and preparing information for Employee Relations needs;
- ◆ Working with the Human Resources Coordinator in the preparation of employment contracts (CSA's, RESA's, SSEEP's, ITA's, IDTA's, Secondments, DA's, MOU's, Interns, Practicum Students, etc...);
- ◆ Working with the Human Resources Coordinator with the monitoring, reviewing, processing, maintaining, and approval of all leave forms, overtime forms, and time sheets;
- ◆ Maintaining a record of employees leave and attendance and duty travel to prevent any misunderstanding amongst clients and staff's attendance;
- ◆ Working with the Human Resources Coordinator with the reviewing, preparation, completion, and submission of all payroll documents;
- ◆ Distributing off cycle cheques from the Department of Finance;
- ◆ Liaising between departmental staff and the payroll offices, answering pay related questions and troubleshooting pay issues;
- ◆ Assisting the Human Resources Coordinator with following up on workplace incidents requiring Health and Safety/WSCC documentation;
- ◆ Maintaining an accurate listing of all staff, telephone numbers, address records, and key logs; and
- ◆ Recording daily staff attendance.

Providing clerical support to the Division by:

- ◆ Forwarding all Access to Information and Protection of Privacy (ATIPP) effects to Culture & Heritage's Policy & Planning Division;
- ◆ Managing and recording all incoming and outgoing mail on a daily basis;
- ◆ Processing divisional mail and assessing urgency, attaching appropriate files, and distributing to appropriate personnel with the exception of ATIPP;
- ◆ Ensuring that all cash and cheques are opened and recorded according to departmental procedures, in order to meet audit requirements; and
- ◆ Processing internal/external mails.

Other duties as assigned:

- ◆ Greeting callers, clients, guests, and maintaining the office visitor's log;
- ◆ Forwarding/redirecting calls and messages to appropriate personnel, and offering assistance when necessary;
- ◆ Recording detailed occurrences/notes and relaying the information to the appropriate personnel; and
- ◆ Performing other administrative support related duties as needed.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviors and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

Contextual Knowledge:

- ◆ A general understanding of the responsibilities attached to each organizational group within Culture & Heritage to ensure that callers and visitors are directed to the appropriate unit and personnel
- ◆ A general understanding of human resources, general office, and financial administration
- ◆ Proficiency in programs such as Microsoft Outlook, Excel, Word, and Adobe Acrobat
- ◆ Office hardware experience using electronics such as printers, scanners, cameras, conference phones, photocopiers, dictaphones, paper shredders, and facsimile machines
- ◆ Basic understanding of the Government of Nunavut programs and services
- ◆ Knowledge of Nunavut, the language, land and culture

Skills & Abilities:

- ◆ Adept in communication with others in an effective and productive manner, utilizing tact, and diplomacy
- ◆ Excellent organizational, analytical, and problem solving skills
- ◆ Excellent interpersonal skills
- ◆ Strong attention to detail
- ◆ Good writing skills
- ◆ Works effectively in cross-cultural environments
- ◆ Works independently and can manage high volume workloads with confidentiality
- ◆ The ability to speak both Inuktitut and English fluently is required

These skills and knowledge are normally acquired through:

- ◆ Completion of a high school diploma or equivalent
- ◆ Two (2) years of reception, administration, or clerical work experience
- ◆ An acceptable combination of education and related work experience may be considered

Assets:

- ◆ The ability to speak in French and/or Inuinnaqtun is considered an asset
- ◆ A post-secondary education, certificate/diploma in human resources, administration, bookkeeping, management studies, or similar related fields would be considered an asset
- ◆ A Certified Human Resources Professional (CHRP) designation is considered a strong asset.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

- ◆ Daily use of computers and other office equipment
- ◆ The incumbent may be required to lift/carry office supplies and kneel/bend for filing purposes
- ◆ Much time is spent in a sitting position with frequent opportunity to move about

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that disrupt regular work schedules and travel requirements, and conditions that increase the risk of accident, ill health, or physical discomfort.

- ◆ The incumbent works in a reasonably comfortable office environment with low seasonal lighting, and occasional office noise

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details through one or more of the incumbents' senses.

- ◆ Verbal, visual, and audio demands are high since the vast majority of the daily activities relate to interpersonal relationships expressed either in person, email, or via telephone conversations
- ◆ The incumbent will work with computers daily and other miscellaneous electronic equipment

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

- ◆ During peak periods when "drop in" traffic and the level of phone calls greatly exceed the norm, the position can prove to be taxing.
- ◆ The incumbent must exercise considerable organizational skills to cope with the increased workload, as well as remaining positive, friendly, and professional.
- ◆ As the first point of contact, the incumbent may be exposed to frequent complaints from clients and visitors which could become stressful. The incumbent would need to practice strong interpersonal skills.

7. CERTIFICATION

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Deputy Minister, Teresa Hughes</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.