



Human Resources Generalist Full Time Permanent, 35 hours per week

Storefront Humber Inc. is a non-profit, charitable organization located in South Etobicoke. We developed out of the growing concern for residents living in the area who were without adequate support to remain independent in their own home. The agency started as a result of caring Humber College students and volunteers and has now flourished to a thriving agency of over 150 employees, providing services to over 2,300 clients.

The Back-Office Shared Service team wishes to establish and sustain a productive Human Resources (HR) department which provides accurate and exceptional customer service to clients. The HR team members will actively support individuals from the other back-office functional areas and external community Health Service Providers (HSPs) organizations. As such, the ability to demonstrate a positive attitude, strong communication skills and diplomacy is required. Each team member will deliver services, ensuring a positive customer service experience to each client that contributes to enhancing customer satisfaction.

POSITION SUMMARY:

Reporting to the Director, Shared Services, this position is responsible for supporting the Back Office Shared Services team with HR administrative related tasks as well as meeting the human resources administrative needs of all client HSPs.

RESPONSIBILITIES:

Human Resources Administration:

- Responds to staff requests for policy information, payroll and benefits. Guide staff on how to use the HRIS portal, etc.
- Manages administration of all staff leaves.
- Manages and coordinates HRIS records and personnel files, including regular system audits and upgrades, staff trends, staff timesheets, attendance records, sick time, lieu time, leave, etc. and recommends changes where appropriate.
- Processes resignations and terminations, including exit interviews.
- Prepares regular and ad hoc HR-related reports as required, including quarterly human resource reports for Ontario Healthcare Reporting Standard (OHRS) and M-SAA
- Assists in preparing HR-related documents and requirements for accreditation.
- Participates on Joint Occupational Health and Safety Committees (where appropriate).
- Performs other duties as required.

Recruitment and On-boarding:

- Coordinates recruitment, on-boarding and orientation of new staff.
- Assists in preparation and distribution of job postings, screening resumes, scheduling interviews, conducting reference, vulnerable sector and background checks, administering pre-employment tests
- Prepares staff contracts, coordinates new hire orientation and setup (IT, facilities, HRIS, EMR), and ensures completion of required documents and legislated training (e.g. AODA, WHMIS, Health & Safety Awareness).

Payroll and Benefits Administration:

- Processes semi-monthly payroll accurately and on time
- Processes maternity SUB plan, terminations and ROE distribution. Administers benefit enrolments, updates, and terminations, including quarterly payouts where applicable for benefits, pension plans, RRSP contributions etc.
- Provides benefits orientation and support to eligible staff and serves as a liaison between employees and insurance carriers.
- Processes and manages all STD, LTD, AD&D and life claims efficiently
- Follow up on case management for staff on leave of absence.

Labour and Employee Relations:

- Advise and provide support to management on employee relations matters pertaining to labour relations, the interpretation of the HSP Collective Agreements and applicable employment legislation.
- Support collective agreement and labour relations administration.

Qualifications

- Post-secondary education in Human Resources or relevant field (CHRP designation an asset)
- Experience in payroll processing (PCP certification an asset)
- Experience in a unionized environment is an asset
- Experience using HRIS and payroll software applications
- Strong knowledge of human resources and payroll related legislation and standards, including the Employment Standards Act, AODA, Occupational Health and Safety and other relevant legislation.
- Highly developed computer skills and proficiency in MS Office with advanced Excel.
- Excellent time management and organizational skills
- Excellent verbal and written communication skills.
- Strong analytical and problem-solving skills in combination with the ability to multi-task and perform duties under minimal supervision.

As part of our hiring practices, we encourage and particularly welcome applications from traditionally marginalized communities. This includes, but is not limited to: consumer/survivors, individuals of colour, Indigenous and First Nations individuals, differently-abled individuals, and members of the LGBTQ community.

Note: This is a job description reflecting general duties for this position. It is intended to suggest the general level of skill and complexity of the position. There may be additional duties related to specific agency sites that will be outlined by your supervisor.