



NON-CONTRACT ROLE DESCRIPTION

JD2811

ROLE TITLE:	Customer Service Representative, HR Access	ROLE DESCRIPTION NO.:	00721
DEPARTMENT:	HR Access	HEABC REFERENCE NO.:	18721150
REPORTING TO:	Coordinator, HR Access	HSCIS CODE:	06099
CLASSIFICATION:	NCEC/Range 4	JOB CODE:	06099AD

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Island Health (Vancouver Island Health Authority) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Coordinator, HR Access, the Customer Service Representative (CSR), HR Access is responsible for providing telephone and online support to managers, staff and the general public regarding a range of routine and transactional Human Resource Payroll, Timekeeping, Employee Records, Payroll Leave, Benefits, Staff Scheduling and general employment queries. The CSR directs client inquiries to the appropriate department when required and provides basic contract interpretation and advice.

The CSR, HR Access ensures a fully integrated, high quality, confidential and effective service is provided, meeting daily operational and pay day objectives and deadlines in an efficient and timely manner. Makes recommendations for further process improvements and performs other related administrative duties as required.

DUTIES AND RESPONSIBILITIES:

1. Answers, screens, and records telephone calls and email inquiries, relaying messages to appropriate departments as required in a very busy live Call Centre. Will have to multi-task at a high level to ensure productivity, confidentiality and efficiencies are upheld.
2. Facilitates access to Human Resources, Payroll, Timekeeping, Employee Records, Payroll Leave, Benefits and Staff Scheduling services, based on knowledge of operational requirements and deadlines, staff, collective agreements and departmental issues. Provides advice and interpretation on issues such as vacation entitlement, seniority entitlement, employee pay/status queries, job vacancies/postings, portability, leaves, increment steps, benefit coverage and other employee related issues.
3. Provides guidance and assistance to employees and managers on policies and procedures such as advice on the steps of the grievance procedure and directing to location of policies, procedures and forms on the intranet.
4. Answers calls and e-mails from the general public and provides a range of information on topics including careers in healthcare together with educational requirements and any current vacancies.
5. Provides assistance with various departmental on-line tools such as Performance Link, Applicant Tracking System, Pay Queries, Scheduling Queries, Automated Shift Call-out (ASC), Employee Self Service (ESS), and Meditech to assist users to establish accounts and answer questions on use of the online tools.
6. Assists with and provides orientation and training of new staff.
7. Ensures application of the various collective agreements for unionized staff and Non-Contract Terms & Conditions are followed. Administers and processes relevant provisions of the various collective agreements, organizational policies and Non-Contract Terms and Conditions of Employment.

8. Assists with Call Centre functionality and operational requirements. Ensures a respectful, positive and safe working environment.
9. Works with clients to analyse and resolve related issues; regularly liaises with Employee Records, Payroll Services, Timekeeping, Staff Scheduling, Recruitment, and OH&S.
10. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Diploma in Business, Finance, Payroll, Administration, Human Resources or a related discipline. One (1) to two (2) years' recent related experience preferably in a complex healthcare setting and/or Call Centre setting.

Skills And Abilities

- Proven interpersonal and telephone handling skills including a professional attitude and excellent oral and written communication skills, tact and ability to deal with difficult clients.
- Demonstrated ability to operate related equipment and office software such as MS Office (including Word, Excel, Access, Outlook, HRIS, Internet Explorer, SharePoint sites and various search engines.
- Proven interpersonal and telephone handling skills including a professional attitude and excellent oral and written communication skills, tact and ability to deal with difficult clients.
- Ability to work successfully within a team environment and foster a positive work culture.
- Knowledge of employee life events (new hires, position transfers, benefits, retirement, terminations) in a multi-site, multi-union organization applying public sector collective agreements.
- Strong computer and keyboarding skills and extensive knowledge of the following applications:
 - HRIS (Human Resource Information System)
 - Database and Web-based applications
 - Complex call centre phone system
- Excellent client relation skills including strong written and verbal communication skills and solution seeking approaches to problem solving.
- Excellent customer service and communication skills including the ability to establish and maintain effective working relationships with all levels of staff, the general public and external agencies.
- Ability to set and maintain priorities, meet deadlines; strong multi-tasking skills, and be results oriented.
- Ability to act with tact and diplomacy under the work pressures of time and pace with emotional stability.
- Ability to deal with personal and confidential matters appropriately.
- Ability to multi-task and prioritize workload in a large fast-paced, multi-union high volume environment,
- Ability to work efficiently with limited supervision in a team environment.
- Excellent keyboarding and numeric skills.
- Proven analytical skills with attention to detail.
- Physical ability to carry out the duties of the position and to sit for long periods of time in a Call Centre environment.