



## NON-CONTRACT ROLE DESCRIPTION

JD4046

<b>ROLE TITLE:</b>	Team Lead, HR Access	<b>ROLE DESCRIPTION NO.:</b>	01431
<b>DEPARTMENT:</b>	HR Access	<b>HEABC REFERENCE NO.:</b>	18721135
<b>REPORTING TO:</b>	Coordinator, HR Access	<b>HSCIS CODE:</b>	06099
<b>CLASSIFICATION:</b>	NCEC/Range 5	<b>JOB CODE:</b>	06099AV

### 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 Team Lead, HR Access, is responsible for supporting the day-to-day workflow of the HR Access Team. The Team Lead monitors workflow issues and/or staff performance concerns and provides reports to the Coordinator. Ensures a fully integrated, high quality and effective service is provided, meeting daily operational and pay day objectives and deadlines in an efficient and timely manner. The Team Lead participates in the department planning process and works with the Process Improvement Analyst and Coordinator to assist with implementation of new processes and ensures adherence to all departmental processes. Makes recommendations for further process improvements post implementation, assisting with updating process documentation as required.

The Team Lead assists with Call Centre administration, pay query administration and making sure that operational flow and requirements of the Call Centre are followed. Conducts on-going audits and assists in creating associated reports according to operational requirements of the Call Centre.

### DUTIES AND RESPONSIBILITIES:

1. Acts as a resource and first line of contact for the HR Access Customer Service Representatives. Keeps the Coordinator apprised of departmental changes and ongoing requirements, ensuring timely resolutions to concerns. Provides on the floor supervision to HR Access CSR's in a very busy live Call Centre. Will have to multi-task at a high level to ensure productivity and efficiencies are upheld.
2. Meets regularly with CSR's to support, identify and resolve administrative problems and makes recommendations to the Coordinator on procedural changes to improve operations.
3. Provides formal and informal feedback to the CSR's to support their individual objectives. Supports the Attendance Promotion process by monitoring attendance, supporting employees and addressing attendance concerns in conjunction with the Coordinator as they arise.
4. Assists the Coordinator with supervisory functions such as recruitment, selection and other related processes as required. Provides feedback and supports the Coordinator in the preparation of performance appraisals. Backfills Coordinator as required, which may include meetings and projects.
5. Trains, provides, oversees, or assigns orientation and training of new staff.
6. Ensures Team is following Policy, Procedures, and Departmental Guidelines.
7. Coordinates Team and workload redistribution in the event of approved and unscheduled leaves of absences. Monitors workload priorities, Call Centre operational requirements and makes recommendations to reassign work responsibilities where needed.

8. 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. Reviews recommended queries, and resolves incidents that appear non-conforming.

9. Represents the department at various program meetings and serves on various committees as requested by the Coordinator.

10. Assists with Call Centre functionality, operational requirements and escalations. Ensures a respectful, positive and safe working environment.

11. Responds to inquiries from employees and managers on a broad range of matters including:

- Pay Queries
- VI-Hire and postings
- Employee Status Queries
- Benefits Queries

12. Works with clients to analyse and resolve related issues; regularly liaises with Employee Records, Payroll Services, Timekeeping, Staff Scheduling, Recruitment, and OH&S.

13. Performs CSR duties daily as required for Call Centre operational functionality.

14. Performs other related duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

A level of education, training and experience equivalent to a Diploma in Business, Finance, Administration, Human Resources or a related discipline. One (1) to three (3) years' recent related experience preferably and in a complex healthcare setting and/or Call Centre setting and up to one (1) year recent related supervisory experience.

### **Skills And Abilities**

- Demonstrated leadership, supervisory, organization and interpersonal skills.
- Ability to work successfully within team environment and foster a positive work culture.
- Ability to lead, train, mentor and coach.
- Strong change management skills.
- 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.
- 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
- Demonstrated ability to operate related equipment and office software such as MS Office (including Word, Excel, Access, Outlook, PowerPoint,) Internet Explorer, HP Open View and various search engines.
- Excellent client relation skills including strong written and verbal communication skills and solution seeking approaches to problem solving. Excellent customer service skills including the ability to establish and maintain effective working relationships with all levels of staff, the general public and external agencies.

- Demonstrated ability to communicate effectively with others at all levels within the organization and with external agencies and the public.
- 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