

# Role Description

## Professional Managerial Roles

For Human Resources Use	
Classification: SG 13	
Job Code: MM1112	Dept #: 260100
Classified	Effective
Date: 04/22	Date: RFH/NC
Evaluator: SW	Job Family: AD

**Role Title:** Staff & Faculty Human Resources Coordinator

**Incumbent:**

**Department:** Faculty of Engineering

**Unit/Department Leader(s):** Christina Bobier

**Date:** April 2022

**Position Number (if applicable):** 00002112

### 1. UNIT OVERVIEW:

**a) Unit's Mission (2 or 3 sentences about the overall purpose or role of the unit)**

The Faculty of Engineering at Western University is a vibrant teaching and research centre that consists of six units: Chemical & Biochemical Engineering, Civil & Environmental Engineering, Mechanical & Materials Engineering, Electrical & Computer Engineering, School of Biomedical Engineering and the Centre of Engineering Leadership & Innovation. It is also home to several outstanding research centres and institutes including the Boundary Layer Wind Tunnel Laboratory (BLWTL), WindEEE (Wind Engineering, Energy and Environment) Research Institute, Institute for Chemicals and Fuels from Alternative Resources (ICFAR), University Machine Services (UMS) and the Fraunhofer Innovation Platform for Composites Research. Approximately 2,500 undergraduate students are enrolled in one of our ten undergraduate programs and 850+ graduate students are completing degrees at the master's or doctoral levels.

#### Vision

Western Engineering will be a destination of choice for the world's brightest minds seeking the best learning experience at a leading Canadian research university.

**b) Key Goals of the Unit:**

The Human Resources team at Western Engineering is a cohesive, collaborative team of professionals dedicated to supporting all programs, departments and units at Western Engineering. We strive to support, recruit and develop Western Engineering's most valuable resource - it's employees. We do this with integrity, responsiveness and professionalism by adhering to Western Engineering's Values statements to provide the best service to our employees.

**2. PURPOSE OF THE ROLE: (2 or 3 sentences about why this role exists and how it contributes to the mission and goals of the unit)**

The Human Resources Coordinator is responsible for carrying out a broad range of staff and faculty related human resources functions, and will facilitate the implementation of human resources practices, policies and programs in the Faculty of Engineering. The role will act as a resource and provide guidance and support on human resources related issues, in compliance with Western policies, procedures, collective agreements and government

legislation, including faculty appointments, staff job descriptions, staff recruitment, faculty and staff on-boarding and orientation, maintenance of policies and procedures, sabbaticals, annual performance evaluation, workload, leaves, record maintenance and report generation. The Human Resources Coordinator provides a point of contact and is accountable for resolving issues and responding to inquiries as required.

- 3. KEY ACCOUNTABILITIES:** (a) Summarize, in point-form, the work to be performed. (b) As applicable, indicate with whom the role collaborates to perform the work, and to whom the work is provided. (c) Indicate relevant metrics to indicate the scope of the work e.g. size of budget managed, payroll administered, or research funding administered, number of direct reports, number of students served by role, square footage of facilities managed by role, etc.
- Assists both the Manager and Director with meeting organization and event planning (retreats, meetings); takes minutes at all staff meetings
  - Works with nominators to collect materials for dossiers for Western Engineering staff awards, schedules and attends Committee meetings, communicates results (in collaboration with the Dean)
  - Leads all part-time staff recruitment (TF and TP) by assisting leaders to structure job descriptions, develop postings, screen resumes, schedule interviews, conduct reference checks, keep records and feedback on interview participants; conducts interviews for part-time/contract roles within Engineering
  - Coordinates Western Engineering's internal request-to-hire process by supporting hiring managers on procedures
  - Prepares contractual agreements for temporary contracts and extensions for staff; monitors contract end dates and issues timely notices to managers regarding upcoming contract renewals
  - Develops training manuals/materials to assist new employees in collaboration with the Manager
  - Utilizing the on-boarding and off-boarding processes developed by Western and Western Engineering, works with managers to plan and ensure each on-boarding and off-boarding is effectively managed and completed
  - Maintenance of staff records:
    - Maintain employee records and ensure accuracy of HR system data; generate audit reports as necessary
    - Maintain records for recruitment, hire approvals, etc.
    - Responsible for the organization and maintenance of shared HR files for staff
    - Tracking of performance evaluation data for PMA and UWOSA staff
  - Provides information, conveys policies and directs staff to appropriate resources to ensure timely resolution of conflicts
  - Coordinates faculty administrative appointments processes (decanal, associate dean searches, department chair searches), including developing internal standardized processes for committees in consultation with the Director of Administration
  - Prepares JRAFs, NCNERS, AAPANs and FANs
  - Completes all contracts for adjunct, affiliate and cross appointments
  - Coordinates the Limited Duties recruitment process by being a resource to Departments on processes, including the Standing Appointment process; prepares all LDA appointment letters, FANs

- Visiting Scholars
    - Acts as a resource to Departments to determine best appointment type.
    - Liaises with Faculty Relations on complex appointments
  - Schedules new faculty member orientation and coordinates all on-boarding requirements (as per Western Engineering's on-boarding procedures) at the Faculty-level. Coordinates off-boarding processes for departing faculty members
  - Assists Director by compiling information to prepare data for submission to Human Resources
  - Coordinates the annual probationary review process for faculty (scheduling meetings with the Dean/Chairs; collecting information for the Dean; assisting with the writing and distribution of the letters to the probationary faculty members)
  - Sabbatical Process: Sends reminders to faculty regarding application deadlines and advises on process; assists with preparation of materials and writes Dean's recommendation letters; follows-up to ensure pay is adjusted properly, graduate student supervision issues are addressed, faculty complement plans are submitted, and post-sabbatical reports are compiled
  - Workload – Communicates timelines to departments
    - Liaises with Faculty Relations on concerns
    - Provides Dean with revisions to Procedures and Criteria documents for his approval
    - Prepares and tracks all Alternative Workload Agreements
  - Maintenance of faculty records:
    - Working with department Administrative Officers, is responsible for collection, storage and analysis of faculty data
    - Tracks pertinent deadlines relating to appointments, P&T eligibility, sabbatical eligibility, retirement dates, promotion dates, etc.
    - Maintain records for recruitment, hire approvals, etc.
    - Responsible for the organization and maintenance of shared HR files for faculty
    - Tracking of performance evaluation data
    - Tracking of all faculty administrative appointments, research chairs, stipends and their end dates
    - Tracking of all part-time faculty appointments, adjuncts, affiliates and cross appointments
  - Authorizes and reconciles weekly payroll for Dean's Office, ensures accurate and timely documentation and form submission, provides resolution regarding pay discrepancies
  - Reconciles monthly payroll for Faculty (staff and faculty)
- 4. OUTCOMES THE ROLE IS TO ACHIEVE: (5 to 8 key results that will be in place by performing the work described in "Key Accountabilities")** [Examples](#)
- Timely and effective execution of recruitment requests and processing, including contractual agreements
  - Accurate and up to date employee and faculty records, including job descriptions
  - Faculty, staff and leaders receive informed guidance regarding policies, practices and procedures, collective agreements and legislation
  - Consistent, positive and informative staff and faculty orientation delivery

- Timely and helpful responses are provided for questions/concerns from department Administrative Officers, leaders and staff members
- Clear plans and processes to meet all Engineering and Faculty Relations deadlines for Annual Performance Evaluation, Workload and Sabbaticals
- Creative and effective solutions to every day challenges
- Collaborative, well-functioning relationships with Departments, support units, staff and other stakeholders

**5. PROBLEM SOLVING AND AUTHORITY FOR DECISIONS** (*List a few examples of complex or challenging issues regularly encountered in this role where it requires the incumbent to identify or recommend a solution e.g. issues with respect to service delivery, planning, human resources, students, facilities, or other areas. For each example, indicate **who** is affected by the solution e.g. clients, colleagues, Department, Faculty, University*) [Examples](#)

a. **Examples of issues** that the incumbent is expected to resolve independently and

**Who is affected:**

- Organization of own work-day and management of own tasks
- Providing guidance to faculty and staff regarding Western's policies and procedures, as well as the collective and employee agreements
- Solving of issues, and requests and composition of email responses, telephone and in-person inquiries
- In conjunction with hiring manager, completes new employee orientation
- Determining best processes and timing for most effective record keeping, and information sharing
- Deciding when necessary to liaise with Manager or Director for assistance on more complex problems.
- Assessing most important information and reporting to forward to Director and leaders to assist with decision making
- Deciding when necessary to liaise with Human Resources

b. **Examples of issues** where incumbent requires approval and/or consultation with supervisor or others to resolve and **Who is affected:**

- Developing effective procedures and processes to ensure smooth HR functions in departments across the Faculty in collaboration with the Director, Manager and Administrative Officers
- Responding to complex requests for information from the internal and external community
- Referring complex or high-risk staff issues or concerns to Manager or Director
- Interpretation of ambiguous policies or procedures, as well as the application of collective agreement articles
- Staff issues including discipline, performance issues, grievances, recruitment, attendance management, and return to work considerations (e.g. decisions on candidates for interviews, appropriate salary recommendations, etc.)

c. Pre-established Guidelines for Decisions (*e.g. List key University policies, Western collective agreement articles, legislation, professional or other standards that specify the way the role must perform certain tasks or make certain decisions*) [Examples](#)

- Manual of Administrative Policies and Procedures

- Western Human Resource policies and procedures
- Collective agreements and employment policies (UWOSA, UWOFA, GTA collective agreements, PMA policies)
- Performance evaluation and management processes
- Employment Standards Act
- Canadian Human Rights Act
- Freedom of Information and Protection of Personal Privacy (FIPPA)
- Accessibility for Ontarian's with Disabilities Act

## 6. SUPPORT AND RESOURCES:

- a. Leadership: Who provides the incumbent with work expectations, coaching, development support, formal performance feedback and evaluation?

The Human Resources Coordinator will work with the Director and Manager to establish priorities and work assignments. The Director will provide performance feedback and coaching regularly, and more formal reviews annually through the PDG process to collaboratively design and oversee their professional development plan.

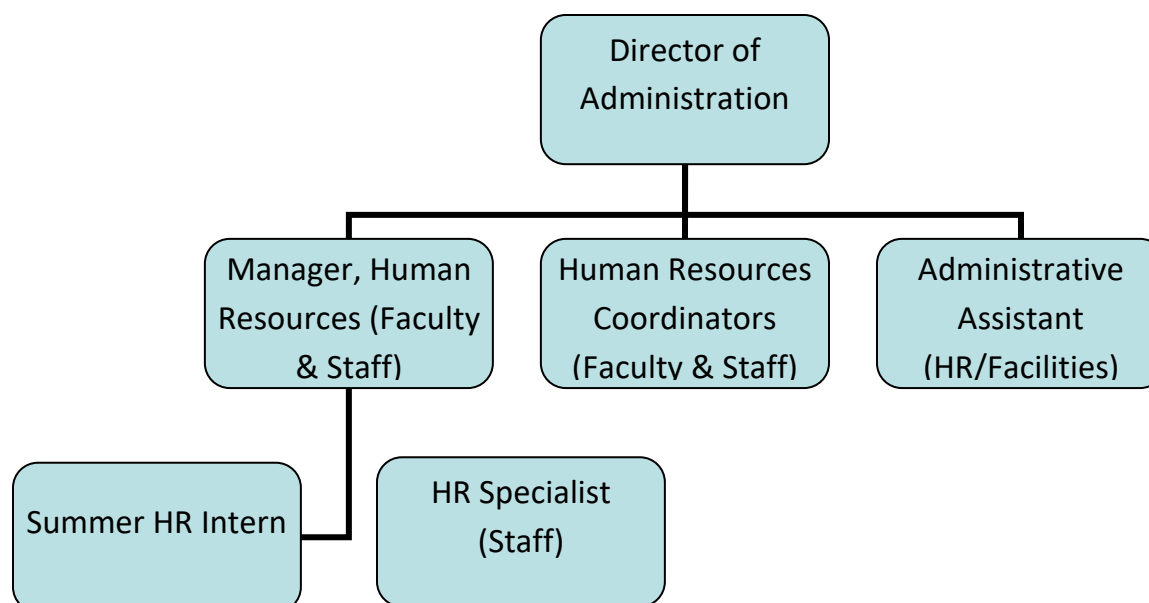
- b. Colleagues & Key Resource People: With whom does the incumbent regularly collaborate to receive or share information and engage in problem-solving relevant to their role?

- Director and Manager – supports both roles, work-flow, guidance, etc.
- Departmental Administrative Officers – collaborates regularly on HR processes, records and timelines
- Leaders – collaborates on on-boarding and off-boarding processes
- Employees – engages regularly to assist regular full-time, part-time, contractual and student employees
- Staff in Human Resources – liaises frequently with staff relations, salary administration and faculty relations for recruitment and collective agreement compliance purposes

- c. Other: List any specialized training, equipment, resources, or other supports required for success in this role (e.g. PeopleSoft training, lab safety, mobile devices, private space, protective equipment, etc.).

- System access to databases and information relevant to the accountabilities of the role including PeopleSoft HR, Western Engineering databases and records
- Human Resources training
- Operational Excellence Series learning
- Private office location

## 7. WORK CONTEXT:



## 8. REQUIREMENTS TO PERFORM SUCCESSFULLY IN THE ROLE

### a. Professional Qualifications & Education

#### *Minimum Required:*

- Undergraduate Degree, with completion of professional courses in Human Resources

#### *Preferred:*

- Completion of, or working towards, Certified Human Resources Professional (CHRP) Designation

### b. Experience

#### *Minimum Required:*

- 3 years of progressive human resources experience in a unionized environment

#### *Preferred:*

- Experience working in an academic setting or in the public sector

### c. Knowledge, Skills & Abilities: *(Describe the knowledge, skills and abilities needed to perform the role successfully [including the use of specialized equipment])*

#### Examples

- Knowledge of general office procedures, Human Resources principles and practices, the Employment Standards Act, and other relevant legislation
- Knowledge of Western collective agreements and employment policies preferred

- Excellent interpersonal skills with an ability to work in a respectful manner with a diverse community of faculty and staff, co-workers and others
- Verbal communication skills to translate information into easily understood terms, summarize information, and provide a rationale for action
- Communication skills to write clearly, and adapt communication style and content for intended audiences in a professional manner
- Ability to apply critical thinking to evaluate information and make appropriate decisions or recommendations
- Intermediate computer skills in Microsoft Office Suite (Word, Excel, Outlook), working with specialized databases and HRIS systems (such as PeopleSoft)
- Discretion, tact and maturity to deal with highly confidential subjects or issues with the ability to work in a manner that models best practices in confidentiality standards
- Ability to employ a systematic and efficient approach to work with the ability to adapt readily and effectively to changing priorities and demands
- Ability to take responsibility for own work and ensure that deadlines are met and outcomes are achieved
- Detail-oriented with an ability to function and process information with high levels of accuracy
- Strong customer service skills to handle enquiries and resolve issues in a professional and timely manner
- Ability to understand, interpret, and effectively communicate University guidelines, policies and practices to key stakeholders
- Ability to make sound assessment of urgency and appropriate consultations for resolution
- Ability to work independently and effectively as a member of the team to achieve department goals
- Familiarity with University policies and procedures preferred

**d. Background Checks Required** (Type a "Y" to the left of any required background checks) [More Information](#)

Y	Education Verification
	Driver Abstract
	Police Criminal Record Check
	Police Information Check

Y	Credential Verification
	Credit Inquiry
	Police Vulnerable Sector Check
	Other:

**9. WORKING CONDITIONS** (Type a "Y" to the left of any applicable conditions where they are a regular part of performing the role. Note: "Regular" is defined as daily or almost daily)

**Physical Effort:**

Y	Computer workstation
	Extensive walking
	Lifting/pushing heavy objects

	Squatting/awkward positions
	Climbing
	High Repetitive movements
	Other:

**Physical Environment:**

Y	Normal Administrative Office Environment
	Driving on behalf of employer
	High noise level
	Exposure to welding equipment and fumes
	Extremes of temperatures
	High dust concentrations
	Potential exposure to hazardous substances
	Exposure to contagious illnesses
	Exposure to chemical or biological agents
	Exposure to occupational injuries
	Other:

**Sensory Attention:**

Y	Prolonged periods of listening/reading/watching/observing
	Smelling, tasting, touching
	Monitoring video displays
Y	Auditing
	Technical troubleshooting
	Other:

**Mental Demands:**

	On-call responsibilities outside of normal schedule
	Odd and irregular schedule of hours
	Requirement to travel out of town
Y	Unpredictable workload
	Isolation or boredom
Y	Other: Multiple/simultaneous deadlines; Ongoing interruptions

**Additional Notes on Working Conditions:**



**11. REASON FOR SUBMISSION TO HUMAN RESOURCES:** *(Type a "Y" to the left of the reason)*

	Evaluation and recruitment of a new role
Y	Evaluation and recruitment of an updated or redesigned role
	Evaluation of a redesigned role that is currently filled

**12. DISTRIBUTION OF COMPLETED DOCUMENT:**

1. Copies to Employee and Leader
2. Signed original to Next Level Supervisor/Budget Unit Head
3. Send to [HR-Pos-Desc@uwo.ca](mailto:HR-Pos-Desc@uwo.ca)  
Include:
  - a) A scanned, signed version of the completed role description form
  - b) An organization chart
  - c) If recruiting, attach a Request for Hire form and a MS Word version of the role description

Note: Human Resources requires a scanned, signed version of all role descriptions on file. A MS Word version enables using the description content for recruitment efforts.