



Human Resources System Specialist - Dispatch/Absences

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OVERVIEW

Reporting to the Human Resources Systems Supervisor, the Human Resources System Specialist - Dispatch/Absences administers the Automated Dispatch (ADS) and the Absence Management System (AMS) portions of the computerized Human Resources System (PRM) pertaining to central call-in dispatch of relief staff and the related records. The hours of this position are from 6:00 am to 2:00 pm during the school year to coincide with the most active period of ADS and temporary staffing needs. Independent decision making is required throughout the day but especially during the early hours while working alone.

POSITION DESCRIPTION

HUMAN RESOURCES SYSTEM SPECIALIST – DISPATCH/ABSENCES

HRSD – 1

Accepts replacement requests and dispatches temporary replacement workers using ADS and AMS portions of PRM or manually; matches specific needs of an assignment with temporary staff qualifications

HRSD – 2

Determines prompt resolution to problems due to hardware or software malfunctions and supports users by responding to problems and queries regarding the use of the automated system

HRSD – 3

Answers a variety of (internal and external) inquiries regarding routine Human Resources matters, providing guidance on related human resources processes and procedures, basic collective agreement interpretation and other Human Resources information

HRSD – 4

Advises schools/departments of dispatched replacement worker(s) through the distribution of the morning absence report and telephone communication

HRSD – 5

Inputs and verifies PRM data, replacement priorities, secondary seniority data and adjusts staff entries as necessary to ensure accurate records. Supports and verifies entry of staff schedules, unavailability schedules by end-users

HRSD – 6

Provides employee guidance in the use of ADS and absence scheduling systems

HRSD - 7

Monitors and recommends changes to processes and helps to identify workflow, methods, and processes which will streamline operations, meet objectives and fully utilize the computerized system to meet ongoing and changing operational requirements

HRSD – 8

Provides project coordination and administration in the provision of ADS/AMS records or for projects which directly impact the performance and delivery of ADS including implementing product changes and bringing new users on-line

HRSD – 9

Identifies staffing needs and related issues and notifies Human Resources Assistant and Human Resource Manager to activate the hiring process

HRSD – 10

Generates data summaries and reports such as ad hoc reports, user defined reports, absence statistics, payroll, monthly dispatch, unavailability, and refusal reports to provide management, payroll, GVTA, CUPE, the service provider and District staff with general or issue specific information

HRSD – 11

Communicates policies, protocols, procedures and changes to District staff encouraging user adherence without formal authority over the impacted people to ensure ADS/AMS are used correctly

HRSD - 12

Develops and delivers "train the trainer" sessions, information sessions, and instructional updates on an individual, group or web basis

HRSD – 13

Conducts annual ADS system maintenance including cleaning out data, and updating calendars and current year's data

HRSD – 14

Assists with special projects within the department

HRSD – 15

Assists with backup requirements in the Section

HRSD – 16

Performs other assigned comparable or transient duties that are within the area of knowledge and skills required by the job description

QUALIFICATIONS
HUMAN RESOURCES SYSTEM SPECIALIST – DISPATCH/ABSENCES

EDUCATION	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Grade 12 or equivalent</p> <p>Completion of a one (1) year post secondary secretarial or office administration program or equivalent including, or supplemented by, courses in database management, Human Resources, payroll/accounting applications and/or benefits administration</p>
EXPERIENCE	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Two (2) years specific experience in a customer service support position (such as a helpdesk or call centre) and/or in the use of a computerized dispatch or equivalent system;</p> <p>Or</p> <p>Two (2) years Human Resources or Payroll related experience</p>
KNOWLEDGE	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Broad knowledge of Human Resources Information Systems</p> <p>Specific knowledge of a relational database software package such as Access, Fox or Paradox including experience with database query tools</p> <p>Proficient with Excel spreadsheets and word processing applications</p> <p>Knowledge of office procedures</p> <p>Knowledge of computer support issues</p> <p>Knowledge of Human Resources practices and procedures</p> <p>Knowledge of related District policies, procedures and regulations</p> <p>Broad knowledge of the school system and its staffing needs</p>
SKILLS AND ABILITIES	<p><i>TECHNICAL REQUIREMENTS</i></p> <p>Technical troubleshooting and basic programming skills</p> <p>Ability to interpret and apply policy, procedures and collective agreements</p>

	<p>Ability to perform job related math calculations</p> <p>Facilitation skills</p> <p><i>INTERPERSONAL REQUIREMENTS</i></p> <p>Ability to maintain a high level of confidentiality of information seen or heard</p> <p>Demonstrated excellence in a customer service role as maintaining excellent relations with staff and the public is a key requirement of the position</p> <p>Effective written and oral communication skills and the ability to request and convey information in an appropriate manner</p> <p>Persuasive diplomacy</p> <p>Patience</p> <p>Ability to work well as a member of a team</p> <p>Ability to organize one's own workload effectively, efficiently and independently</p> <p>Ability to respond to changing priorities and circumstances</p> <p><i>PROBLEM SOLVING REQUIREMENTS</i></p> <p>Ability to organize and prioritize high volumes of work, often under the pressure of multiple demands, deadlines and interruptions while maintaining close attention to detail and accuracy</p> <p>Ability to deal with requests, complaints, or clarification of information</p> <p>Ability to give advice, guidance, instructions and directions</p> <p>Ability to apply appropriate methods, procedures and policies</p> <p>Ability to ensure accuracy and reliability of data and/or quality of assignments</p> <p>Ability to problem solve when either recommending or clarifying information with others</p> <p>Ability to develop and apply appropriate work methods, procedures and policies</p> <p>Ability to document and summarize information</p> <p>Analytical ability</p> <p>Creative/Innovative</p>
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WORKING CONDITIONS	<i>OCCUPATIONAL REQUIREMENTS</i> Operates in an environment with constant interruptions and changing priorities Sufficient vision, hearing and dexterity to perform related job duties Ability to lift up to 18 kg (40 lbs) on an occasional basis and operate related equipment Ability to perform related physical and mental activities Work hours are 6:00 am to 2:00 pm; on occasion evening and weekend hours may be required
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