



# Human Resources Systems Specialist - Dispatch

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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**

Front line communication during special weather, power outage or system events. Handles calls and emails until receiving further direction.

**HRSD – 13**

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

**HRSD – 14**

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

**HRSD – 15**

Assists with special projects within the department

**HRSD – 16**

Assists with backup requirements in the Section

**HRSD – 17**

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**

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| <p><b>EDUCATION</b></p>  | <p><b><i>TECHNICAL REQUIREMENTS</i></b></p> <p>Grade 12 or equivalent</p> <p>Completion of a one (1) year post-secondary Business Administration or office administration program or equivalent including, or supplemented by, courses in database management, Human Resources, payroll/accounting applications and/or benefits administration</p>  |
| <p><b>EXPERIENCE</b></p> | <p><b><i>TECHNICAL REQUIREMENTS</i></b></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><b>Or</b></p> <p>Combination of One (1) year Human Resources or Payroll related experience and One (1) year of experience in a customer service support position (such as a helpdesk or call centre)</p>  |
| <p><b>KNOWLEDGE</b></p>  | <p><b><i>TECHNICAL REQUIREMENTS</i></b></p> <p>Broad knowledge of Human Resources Information systems,</p> <p>Specific knowledge of a relational database software package such as Access and Atrieve 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*****TECHNICAL REQUIREMENTS***

Technical troubleshooting and basic programming skills

Ability to interpret and apply policy, procedures and collective agreements

Ability to perform job related math calculations

Facilitation skills

***INTERPERSONAL REQUIREMENTS***

Ability to maintain a high level of confidentiality of information seen or heard

Demonstrated excellence in a customer service role as maintaining excellent relations with staff and the public is a key requirement of the position

Effective written and oral communication skills and the ability to request and convey information in an appropriate manner

Persuasive diplomacy

Patience

Ability to work well as a member of a team

Ability to organize one's own workload effectively, efficiently and independently

Ability to respond to changing priorities and circumstances

***PROBLEM SOLVING REQUIREMENTS***

Ability to organize and prioritize high volume of work, often under the pressure of multiple demands, deadlines and interruptions while maintaining close attention to detail and accuracy

Ability to deal with requests, complaints, or clarification of information

Ability to give advice, guidance, instructions and directions

Ability to apply appropriate methods, procedures and policies

Ability to ensure accuracy and reliability of data and/or quality of

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|                                  | <p>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>  |
| <p><b>WORKING CONDITIONS</b></p> | <p><b><i>OCCUPATIONAL REQUIREMENTS</i></b></p> <p>Operates in an environment with constant interruptions and changing priorities</p> <p>Sufficient vision, hearing and dexterity to perform related job duties</p> <p>Ability to lift up to 18 kg (40 lbs) on an occasional basis and operate related equipment</p> <p>Ability to perform related physical and mental activities</p> <p>Work hours are 6:00 am to 2:00 pm; on occasion evening and weekend hours may be required</p> |

Reviewed December 2021