



JOB DESCRIPTION

TITLE: OFFICE AND HUMAN RESOURCES ADMINISTRATOR

INCUMBENT: NATALIE DALGARNO

SCOPE:

Reporting to Manager, Corporate Services, the Office and Human Resources Administrator is a vital point of contact and support for the efficient and effective operation of FII's Head Office. The incumbent, with limited supervision, is responsible for supporting across all program areas of the FII Head Office. Located in the front office, the position is responsible for the coordination of all company training, travel, and the provision of general office administrative support. In addition, the position provides human resources administration and resource support for staff in Canada as well as the international subsidiaries.

POSITION PURPOSE:

The Office and Human Resources Administrator sets a positive tone and provides outstanding customer service in all interactions with current and prospective employees and clients alike. The incumbent is responsible for corporate services administration to ensure cohesive support to all Head Office departments. They apply initiative and good judgment to identify and support human resources programs and practices and work closely with the Director, Human Resources for ongoing development and implementation of HR policies, procedures, organizational systems, and program development.

RESPONSIBILITIES

ADMINISTRATION

FRONT OFFICE:

- Daily open and setup for the office maintaining a high level of service standards.
- Brand ambassador for Head Office visitors and client inquiries to ensure their needs are fully met.
- Develop and maintain an orderly process of correspondence including a tracking system, open, sort, date, log and route incoming and outgoing correspondence and courier items.
- Maintain contact lists and boardroom and conference line schedules.
- Procurement of office, kitchen and safety supplies including an inventory tracking system.

- Recommend and develop of physical and process efficiency and effectiveness improvements.
- Maintain occupational health and safety protocols with equipment and hygiene practices to keep staff and visitors' safety as a priority.

TRAVEL COORDINATION & LOGISTICS:

- Coordinate travel including liaising with corporate travel agents, booking transportation and accommodation where required, logistics planning, itinerary documentation while ensuring compliance with applicable policies and approvals.
- Maintain sufficient inventory of pre-paid Harbour Air and Helijet tickets.

COORDINATION

HUMAN RESOURCES:

- Coordinates the recruitment and selection process by creating job postings, creating, and maintaining competition files, preparing documents related to the competition process, verifying candidate eligibility, sorting resumes for shortlisting and scheduling testing and interviews. Provides initial contact and coordination with external recruiters, updates LinkedIn, FII and external websites with job postings. Participates in interviewing, assessments and reference checks as required.
- Cultivates people, culture and connection, including planning team learning and events and maintains positive communication with staff in a timely manner in collaboration with program directors.
- Coordinates and administers staff recognition and reward programs.
- Collaborates with Head Office staff to ensure occupational health, safety and well-being programs are being created and maintained in accordance with best practices, public service and WorkSafe guidelines.
- Coordinates and delivers onboarding program and delivers new employee orientation.
- Ensures new employees receive required forms, policies and information. Prepares correspondence and provides overall human resource support to onboarding.
- Maintains standards, policies and procedures and job description library.
- Creates and maintains various employee and organization documents such as spreadsheets, lists, correspondence, file notes and other information using a variety of technology and tools. Monitors the status of contractors, temporary staff, cooperative students, probationary periods, and work anniversaries and corresponds with supervisors as appropriate. Maintains a bring-forward system for human resources projects to ensure timelines are met.
- Coordinates the organization and scheduling of training sessions, securing training vendors, space and catering logistics, contract management documentation in accordance with policies.

- Continually prioritizes requests, projects and responsibilities based on urgency and importance.
- Represents human resources, performs all duties in a positive and constructive manner, demonstrating professionalism, standards of conduct, and team charter values.

MARKETING:

- Maintains a marketing publications inventory.
- Coordinates meeting space for offsite meetings; liaising with sales coordinators at venues, obtaining quotes, drawing up contracts, obtaining approvals and ensuring compliance with policies.
- Coordinates administrative support for incoming and outgoing business delegations. This includes document preparation, event plans, liaising with vendors and in-market staff.
- Tracks requests for images and videos for purchase from FII, obtaining approvals, preparing materials and completing customer requests.
- Monitors current stock levels of publications and marketing materials, data collection and maintenance of summary sheets.
- Provides support to the preparation of end of year performance measure summaries with the Market Outreach team.
- Manages shipments of FII exhibit materials to and from tradeshow and liaising with event management staff.
- Manages and disseminates logistics for hotel room blocks for FII tradeshow, including confidential and secure payment from tradeshow partners, and managing any cancellations in a timely manner to avoid penalty.

JOB REQUIREMENTS

- Bachelor's degree preferred with preference for human resources or business administration focus.
- Minimum of two years experience working in an office environment required.
- Experience and/or education in human resources required.
- Experience in marketing preferred.
- Experience with word processing, project management and database applications.
- Excellent written and communication skills.
- High level of initiative, judgement, and organizational skills to support a cross-section of program areas.
- Effective use of resources and balancing multiple, shifting, and conflicting priorities.
- Judgement, tact, and discretion in dealing with confidential or sensitive issues.

BEHAVIOURAL COMPETENCIES

- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It

includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.