



Last Updated: January 2024

Job Title

Human Resources (HR) Assistant

Impact Statement

The Human Resources Assistant plays a vital role to help maximize the daily efficiency and functioning of the Human Resources Shared Services (HRSS) and the People & Culture (P&C) teams. This role provides high-level administrative support using a variety of HR systems, for crucial services such as talent acquisition, contracting, payroll, employee onboarding and offboarding and Learning & Development.

About the HR Department

MSF Canada's Human Resources Department is a people-focused team, responsible for supporting employees across departments, in two offices, remotely across Canada, and in international assignments, within various functions and disciplines -managing a full life cycle, from recruitment to offboarding.

Key Responsibilities

Talent Acquisition + Employee On- and Offboarding:

- Assist with posting vacancies in Greenhouse, initial screening of candidates and scheduling interviews
- Prepare personnel documents for employees and independent contractors and ensure all relevant documents have been signed and completed prior to start date
- Ensure onboarding and offboarding packages are sent prior to employee's start and final dates • Other administrative tasks as required for onboarding and offboarding employees

HR Systems Support:

- Update, maintain and track time off requests in HR Information System (HRIS) - Ceridian Dayforce
- Maintain all personnel information in HR systems (HERO, Ceridian Dayforce, Culture Amp, ELM, League, etc.)
- Support with general finance tasks including completing expense claim reports, invoice processing, and monthly financial reconciliations
- Create, organize and manage confidential digital employee files on Sharepoint
- Manage the ask.hr inbox and either respond to or escalate all incoming inquiries

Special Projects and Communications

- Create and maintain invitations, emails, lists, surveys, compiling content, and statistics
- Provide administrative support for learning and development initiatives and ad-hoc projects within the HR department
- Communicate memos to all staff regarding holidays and office closures
- Other administrative tasks related to special projects and communications

Job-Specific Competencies

Human Resources Operations: Knowledge of human resources (HR) policies, operational processes, and considerations; ability to implement HR related tasks, processes, and projects to ensure that day-to-day operations run smoothly. Proficiency Level: 1

Standard Operating Procedures: Knowledge of established standard operating procedures (SOP) and ability to design, implement and evaluate standard operating procedures affecting daily and strategic business operations in order to increase operational efficiency. Proficiency Level: 2

- Assists in establishing SOPs based on workflow and organizational needs
- Ensures compliance with industry standards, regulations, and policies
- Reviews the efficiency of standard operating procedures in terms of performance improvement

MSF Transversal Core Competencies

A Commitment to MSF's Principles; *The commitment to provide medical assistance to populations in distress, observing the principles of humanitarian action and medical ethics, and the willingness to direct their interest and behaviours towards the social mission of MSF.* Proficiency Level: 1

- Respects the choices made by the organisation and has basic knowledge of MSF's mission and main activities
Respects and accepts the medical ethics and principles of MSF

Accuracy and Attention to Detail; *Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.* Proficiency Level: 1

- Identifies tasks or outputs that require accuracy and attention to detail, ensuring accuracy of data and information. Understands consequences of errors within own unit or function, and can explain the importance of accuracy and
- attention to detail

Service Orientation / Relationship Management; *Knowledge of the techniques and the ability to establish and maintain healthy working relationships with clients, vendors, and peers.* Proficiency Level: 2

- Works with clients to address critical issues and resolve major problems
- Alerts own team to problems in client satisfaction
- Provides prompt and effective responses to client requests and interactions
- Monitors client satisfaction levels on a regular basis, through informal and formal channels

Cross-cultural Awareness; *The capacity to acknowledge, respect and integrate cultural differences in a way that facilitates the achievement of MSF's objectives.* Proficiency Level: 2

- Thinks before they act with curiosity and sensitivity, listening and observing, without judgement
- Listens actively, asks questions, reads, and systematically looks for information about the context and the people they work with
- Identifies the shortcomings of their own cultural norms and context

Behavioural Flexibility; *Adapts behaviours to the needs of the situation.* Proficiency Level: 2

- Accepts changes without always knowing the full reasons for them, and accepts new ideas in a positive way
- Accepts arguments opposed to their own, and is willing to listen, and take on new tasks or responsibilities in their role

Knowledge and Experience

- Experience with, and knowledge of, Canadian HR practices and legislation
- Demonstrated experience in an administrative or professional office support role
- Experience dealing with confidential documentation and personal information

- Experience in Office 365
- Familiarity with workforce management software (e.g. HERO or Ceridian Dayforce)

Education, Certifications, and Languages

- Education or training with a focus on Human Resources, Business Management or a combination of relevant transferable education and experience
- Fluency in spoken and written English
- French language an asset

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.), some weekends and evenings may be required
- Flexible work hours available and hybrid work model with an expectation of 40% in office presence (minimum 2 days in office per week)
- The office environment is open concept and shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with double monitor, and phone Work requires long hours in front of a computer/laptop screen

Job Information

Position Level: Individual Contributor

Department: Human Resources Shared Services / People & Culture

Reports To: Manager, HR Shared Services

Position Status: Permanent

Activity Rate: 100% (37.5 hours per week)

Location: Montreal or Toronto

Salary Grade: Level 11 on the MSF Canada Salary Grid \$53,100 per year (non-negotiable)

Status: Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada.

Benefits: Starting 4 weeks' vacation/year, flexible work hours, Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no employee contribution required), annual professional development budget, Employee and Family Assistance Program (EFAP), internal psycho-social resources, and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.

Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black,

Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.