



Last updated: September 2025

Job Title

HRSS Administrator – International HR

Impact Statement

The HRSS Administrator (HRA) is the backbone of the Human Resources Shared Services (HRSS) Unit, working in close collaboration with colleagues across teams to ensure the seamless delivery of essential HR support services. The *International HR* – HRA works closely with the International HR team, providing dedicated support to International Mobile Staff (IMS) as their primary client group. By ensuring efficiency, accuracy, and consistency in HR administration, this position allows Career Managers to focus on guiding and developing their staff, while IMS can concentrate on their assignments with confidence that their administrative HR needs are being handled reliably. In doing so, the HRSS Administrator directly contributes to both employee well-being and the effectiveness of our international programs where Canadian IMS contribute their expertise alongside colleagues worldwide.

Key Areas of Responsibility

Administration, contracting & payroll

- Acts as the focal point for International cross administration with MSF Operational Centres for all International Mobile Staff and HQ employees for detachments
- Coordinating International Mobile Staff pre- and post-departure logistics, such as medical clearance, contracting, scheduling briefings/debriefings, and liaising with MSF Operational Centres on all questions to facilitate departures & returns
- Overseeing the timely completion of admin onboarding and offboarding processes
- Prepares and submits all monthly (and off-cycle) payroll information to HRSS Officer
- Submit expense claims into App when required

Case management & service improvement

- Responds to all correspondence and administrative queries relating to leaves, compensation, benefits etc. from MSF Canada IMS, escalating issues when required
- Liaises with other MSF sections, departments or outside actors when required to troubleshoot and find administrative solutions (e.g. travel arrangements, visas & other country-specific requirements, pre-departure forms, vaccinations, medical clearances, liaising with other MSF offices, embassies, etc.)
- Draws on special cases to surface process gaps or overlaps, flags them to the HRSS Officer or Manager, recommending adjustments that contribute to HRSS service delivery improvements.
- Collaborates with the HRA working group to identify opportunities to streamline day-to-day processes and enhance team collaboration.

Data and reporting

- Ensures accurate and complete data entry and data management in International HR HRIS: HERO
- Compile ad hoc quantitative statistics or qualitative or reports upon request by the HRSS Officer or Manager

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: 2

- Records all HR and payroll data and transactions in Human Resources Information Systems (HRIS)
- Generates and interprets standard reports on HR activities
- Documents routine workflows, resource requirements, dependencies
- Implements specific aspects of day-to-day HR operations reflected in the Annual Plan
- Assists training sessions related to HR processes and systems

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: 3

Managing Multiple Priorities; Knowledge of effective self-management practices and ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgments as to prioritizing and time allocation.
Proficiency Level: 2

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: 3

Core Competencies

- **A Commitment to MSF's Principles;** Demonstrates knowledge and accepts MSF's principles.
Proficiency Level 1
- **Problem Solving;** Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply this knowledge appropriately to diverse situations.
Proficiency Level: 2
- **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

Knowledge and Experience

- Previous experience in an administrative or professional office support role highly valuable
- Previous experience in MSF with basic understanding of movement structure highly valuable
- Experience successfully dealing with confidential documentation and personal information
- Previous experience and high level of comfort using MS Office Suite/ Office365 in particular Outlook, SharePoint, Word, and Excel

- Comfortable navigating databases and data extraction
- Experience and knowledge of Canadian HR practices and legislation an asset

Education and Certifications

- Fluency in English, oral and written, required
- Working proficiency in French required

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 (40% in office, and up to 60% work from home)
- Office environment is open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, and laptop with double monitor
- Work requires long hours in front of a computer/laptop screen

Job Information

Position Level: Individual Contributor

Department: Human Resources / Shared Services

Position Status: Permanent

Activity Rate: 100% (37.5 hours per week)

Location: Toronto or Montreal

Salary Grade: Level 12 on the MSF Canada Salary Grid, \$58,410 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: Health Spending Account, Lifestyle Spending Account, 5% RRSP contributions (no employee matching required), starting 4 weeks' vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), 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.