JOB DESCRIPTION

| **TITLE** | HUMAN RESOURCES COORDINATOR |
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| **Reports To:**  | [ INSERT NAME, TITLE]  |

**Job Purpose**

The Human Resources Coordinator is responsible for the administration of [Organization Name]'s human resources department. They are responsible for recruitment, records maintenance, payroll processing, and providing administrative support to all employees.

This position is critical for [Organization Name] because the Human Resource Coordinator resolves issues raised by current and new employees, organizes and schedules orientations, and coordinates other human resource functions such as training and development.

The Human Resources Coordinator must also be responsible for ensuring client satisfaction for escalated client complaints, issues, or communication breakdowns. The incumbent will ensure to use all of their problem solving skills and communication skills to retain the client and arrive at a satisfactory resolution.

**Duties and Responsibilities**

Overall Responsibilities:

* Assist with all HR-related inquiries or requests, both internal and external.
* Maintain both hardcopy and electronic records of personnel.
* Assist in recruitment by identifying candidates, conducting reference checks, and distributing job contracts.
* Assist in the administration of performance management procedures.
* Schedule meetings, and interviews.
* Coordinate training sessions.
* Conduct orientations and maintain records for new employees.
* Produce and submit reports on all aspects of human resources activity.
* Assist with payroll and other ad-hoc human resources projects.
* Keep abreast with the latest human resource trends and best practices.
* Establish strong relationships and trust with customer accounts through open and interactive communication.
* Handle customer complaints, providing acceptable solutions and alternatives within the timeframes set; follow up to confirm that the issue has been resolved.
* Must provide exceptional customer service, negotiation, and interpersonal skills, as well as the capacity to understand and support the clients’ needs.
* Must respond to clients via a range of channels, such as on the phone, the internet, and emails, as needed.
* Must gain a thorough understanding of product lines and services to provide outstanding services.
* Keep track of customer interactions, process accounts, and file documents.
* Must follow-up with the rest of the team to ensure that the client can be satisfied at an earlier point of contact (when possible)
* Assist with other related tasks as needed.

**Qualifications**

* X degree in human resources or related
* X years of experience as an HR coordinator
* Must have experience in providing resolutions to clients (internal or external)
* Knowledge of provincial and federal labour laws
* Demonstrated knowledge of human resource functions and best practices
* Excellent communication skills, both written and verbal
* Computer literate, adept in using email, Microsoft Office, and other business and communication tools
* Superior organization and time management abilities
* Ability to multitask and complete the most necessary job duties first is essential
* Must possess excellent active listening skills
* Performs effectively under pressure and adheres to strict deadlines
* Exceptional ability to make sound judgments and solve problems
* Exceptional attention to detail
* Exceptional customer service skills

**Working Conditions**

* [Insert Working Hours]
* Working on evenings and/or weekends may be required
* Overtime may be required
* Occasional working from home shifts are a possibility; however, the majority of work duties will be completed on-site