



DISPATCH & HELP DESK (HUMAN RESOURCES)

JOB DESCRIPTION | JUNE 2024

NATURE AND SCOPE OF WORK

The Dispatch & Help Desk (Human Resources) works in Human Resources and has the primary responsibility for the dispatch and management of the TTOC (Teacher Teaching on Call) and support staff “call out” process for School District 72. The position also provides customer service and administrative support, including reporting around employee leaves, “call out” procedures and the use of an automated dispatch system, general support to recruitment, reports and new hire orientation.

SPECIFIC RESPONSIBILITIES

DISPATCH

- Utilizes an automated dispatch system in accordance with specified processes, guidelines, and collective agreement criteria.
- Performs manual call-out for employee groups when circumstances require.
- Collaborates and seeks guidance from the HR Officer, or other overseeing managers such as Director of Inclusive Education and Assistant Secretary Treasurer for call-out issues that fall outside of the norm.
- Ensures casual and on-call records are updated regularly.
- Provides reports regarding on-call challenges so that issues may be addressed quickly.

HELPDESK

- Provides assistance and direction to all teachers-on-call and support replacement employees and uses tact, discretion and diplomacy in providing service to all education, support and administrative staff.
- Provides specific assistance on the automated dispatch system to employees and administrators: regarding entering jobs; troubleshooting issues; adjusting times; specified substitutes; classifications; schedules; and locations.
- Provides support to teachers, administrators and other staff with entering leave requests correctly into the Leave Management System.
- Liaises directly with the vendor of the automated dispatch system and the district’s IT department to facilitate the resolution of any glitches with the system, referring more complex technological or process issues to the HR Officer.

LEAVES AND ABSENCES

- Monitors absence records daily.
- Reconciles leave and absence records and troubleshoots leave of absence request issues in accordance with payroll calendars, i.e. to minimize errors that impact pay.

- Absent management reporting; identifies and reports trends concerning high absences of employees, work refusals or unavailability of casual and on-call employees.
- Reports, tracks and supports the reconciliation of teacher absences that is related to remedy relief.
- Provides technical support for Human Resources systems.

SUPPORT TO RECRUITMENT

- Under Human Resources direction, supports recruitment including the preparation and distribution of job postings, coordination, and preparation of related documentation for testing and interviews, employee set-up, orientation and the tracking of employee staffing information.
- Assists with the timely onboarding of new employees (various job types) by providing training on leave management, records and other system management topics.
- Ensures completion, monitoring and updates of Criminal Records Checks.

OTHER

- Under Human Resources direction, provides administrative and bookkeeping support for Wellness programs including budget tracking.
- Performs clerical support for the Human Resources department including reception and the preparation of correspondence.
- Other related duties as assigned.

QUALIFICATIONS (Required Knowledge, Skills and Abilities)

- One-year diploma or certificate program (approximately 700 to 1100 hours of instruction) at a recognized post-secondary institution in an administrative assistant/bookkeeping program or an equivalent combination of education and experience including three years recent related office administration and bookkeeping experience.
- Additional courses in human resource management is preferred.
- Prior experience with database software applications such as Comprehensive Information Management System, Human Resources database or an equivalent Student or Human Resources Information System.
- Three years recent full-time equivalent office administration experience in a school or district department.
- Minimum proven typing speed of 45 wpm, with advanced word-processing skills, and intermediate proficiency in the use of Word, Excel and relevant database software applications.
- Demonstrated proficiency in both oral and written communication including the ability to compose routine business correspondence.
- Sound knowledge of the applicable rules, regulations, policies, and procedures which govern departmental and/or school activities.
- Ability to establish and maintain positive working relationships with all School District staff and external parties.
- Ability to work independently with a minimum of supervision.

QUALIFICATIONS (Required Knowledge, Skills and Abilities)

- Strong teamwork skills with the ability to work harmoniously and cooperatively within the team.
- Demonstrated ability to exercise initiative and judgment while working within prescribed procedures and processes.
- Excellent organizational skills with the ability to anticipate and prioritize job-related duties and to follow through and accurately complete tasks in a timely fashion.
- Superior communication and customer service skills including a demonstrated ability to exercise tact and diplomacy.
- Ability to maintain a high level of confidentiality.
- Strong analytical and problem-solving skills.

REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

- One-year administrative assistant/bookkeeping diploma or certificate program (approximately 700 to 1100 hours of instruction).
- A clear Criminal Record Check to be updated every five years.

RELATIONSHIPS

- Liaises and works in cooperation with members of District's management staff.
- Frequent interaction with the employee groups managed by the call-out process: TTOC and support staff.
- Works collaboratively with all members of the Human Resources team.

REPORTING STRUCTURE

- Reports to Human Resources Officer and Director of Human Resources.

THE FOLLOWING COMMITMENTS ARE ESSENTIAL TO ALL POSITIONS WITHIN CAMPBELL RIVER SCHOOL DISTRICT

- Commitment and adherence to workplace policies, procedures and practices.
- Commitment to standards of conduct, including behaving in a manner that is: respectful, professional, team-oriented, collegial, collaborative, ethical, honest, and trustworthy.
- Commitment to understand and implement the Truth and Reconciliation Calls to Action and the Declaration on the Rights of Indigenous Peoples Act.

CLASSIFICATION

- This position's classification is Administrative Assistant I and has a pay rate in accordance with Schedule B of The Canadian Union of Public Employees – Local 723 Collective Agreement.