



Scheduling Administrator

Reporting to: Director of Corporate Services

The Scheduling role includes responsibility for creating and maintaining employee schedules as well as responsibility to help organize, coordinate, and carry out human resources processes and admin tasks for the organization.

Scheduling Responsibilities

Responsible to allocate and schedule staff in accordance with established policies and procedures using a computerized scheduling software application (Emprez) working in a time sensitive and deadline driven service-oriented environment.

- Receiving and entering employee information such as contact numbers, suitability for work and skills status, etc. into computerized scheduling system.
- Scheduling for planned and unplanned absences.
- Recording daily and relief staffing and schedule changes.
- Making timekeeping adjustments in computerized scheduling program.
- Generating scheduling, staffing and timekeeping records and data/statistics.
- Filing and maintaining records, such as schedules, timesheets and approved vacation and leave of absence forms.
- Answers routine inquiries relating to staffing and timekeeping.
- Refers pay inquires to Payroll.
- Allocates relief staff to fill planned leaves, ongoing and short-call vacancies, and workload requests in accordance with established staffing processes, and policies and procedures.
- Implements changes and revisions to employee schedules related to relief staff, work plan and position management by inputting changes into computerized scheduling program in accordance with established staffing processes, and policies and procedures.
- Track and maintain all employee data (contact information, absences, status changes, etc.).
- You will also help maintain positive employee relations and work to ensure worker satisfaction through education of HR policies and by fostering a positive work environment.
- Maintain the HR calendar with key dates, scheduling meetings, trainings, etc.
- Help with new-hire procedures, including organizing employee orientation, creating new employee files, administering employee handbook, and ensuring all necessary paperwork is completed and submitted.
- Organize, maintain, and update employee information in Emprez and Excel as needed.
- Completes reference checks.
- Present new or additional training resources and materials to employees.
- Foster positive employee relations and work to solve any employee issues that arise.

Additional Admin tasks will be assigned as need arises.

Skills and Abilities

- Verbal and written (English & French) communication skills required
- Demonstrated organizational skills, and the ability to work independently
- Strong customer service background required
- Knowledge of shift scheduling (an asset)
- Must be able to exercise judgment, professionalism, diplomacy, and discretion particularly when dealing with highly sensitive and confidential issues
- Working knowledge of the payroll process (an asset)
- Previous experience in an administrative position (an asset)
- Proficiency with computer applications including MS Office (Word, Excel, PowerPoint)
- Highly organized and detail-oriented
- Personable and approachable
- Ability to prioritize
- Proven ability to collaborate and work within a team setting
- Contributes to a positive work environment
- Analytical and a problem solver