



# POSITION PROFILE

## **Customer Service / Human Resources Assistant**

**SHRP Limited**

**Peterborough, Ontario**

*File Reference CSHR-2019*

### **BACKGROUND**

Savino Human Resources Partners Limited (SHRP) is seeking a Customer Service/HR Assistant to help serve our growing client base of small-to-medium sized businesses and organizations in the Kawarthas. This role will support our in-house "HRLive" software platform, which is designed to help our clients organize and automate employee file information, compliance requirements, documentation, workflow, policies, performance appraisals and other HR processes ([www.hrlive.ca](http://www.hrlive.ca)).

Our office is located in the Loomex Building at the Peterborough Airport -- there is no public transit to this location, so reliable transportation and a valid drivers' license will be required (occasional travel to local, client workplaces may be required).

### **GENERAL ACCOUNTABILITY**

Reporting to a Human Resources Specialist, the Customer Service/HR Assistant will provide administrative support to SHRP staff, including general office tasks and data entry, and will also provide customer service support to our clients via phone and email.

### **Clerical / Administrative duties**

- Accurate and timely data entry into our HRLive system (this is an in-house program and training will be provided, but previous experience with ERP / CRM / web-based customer management, sales or database systems would be an asset).
- Prepare documentation for clients based on our in-house templates (for example, offer letters and job postings).
- Prepare other documentation using MS Office Suite (a strong background in MS Word and Excel is required, with working knowledge of Powerpoint).
- Maintain and update client files.
- General office administrative duties such as faxing, scanning, photocopying, filing, maintaining records, taking notes, etc.
- Other duties as required.

**Customer Service and HR duties**

- Respond to client inquiries via phone and email.
- Greet clients who visit our office.
- Ensure client files and information are up to date in the HRLive system.
- Provide troubleshooting support to clients seeking assistance with their HRLive dashboard.
- Support the HR Specialist and other staff members in organizing client appreciation activities and initiatives.
- Upload postings to online job boards.
- Perform online research for HR-related projects, as directed by the HR Specialist.
- Experience with social media communications to promote business services (LinkedIn, Twitter, Facebook etc.).
- Other duties as required.

**KEY SKILLS, EDUCATION AND EXPERIENCE**

- Completion of a Diploma in human resources, business administration, customer service, hospitality, communications, marketing or a related field.
- High-level MS Office skill is essential to this role. For example, knowledge of mail merge functions, high-level report preparation including Table of Contents creation and linking table of contents to relevant document sections. Ideally some knowledge of macros and/or pivot tables for Excel.
- Knowledge of MS PowerPoint to assist management in creating professional/polished looking presentations.
- Strong comfort level with web-based technology and an interest in developing career experience in this field.
- Strong attention to detail to format documents, ensuring a consistent, professional look.
- Experience in a customer service / call centre environment would be an asset (although this is NOT a call centre environment!)
- Strong keyboarding, data-entry and note-taking ability.
- Experience with ERP / CRM / web-based customer management, sales or database systems would be an asset.
- High comfort level working at Reception, greeting business guests and visitors in a courteous and professional manner.
- Strong verbal communication skills as well as the ability to clearly express information in written form.

**INTERPERSONAL SKILLS:**

- Professional demeanour and presentation required to deal with business clientele.
- Must be self-motivated and a self-starter who can prioritize and coordinate multiple tasks.
- Ability to interact professionally and courteously with the public using a variety of platforms (phone, email, LinkedIn, and in person).
- Ability to make decisions and work independently.
- High level of emotional intelligence and self-awareness to effectively interact with peers and a diverse range of clients in different circumstances.
- Ability to deal with confidential information using discretion and tact.

Please note that SHRP is a smoke-free and scent-free environment.

For further consideration, highly qualified Candidates are invited to submit their resume information in confidence, quoting the above file number (CSHR-2019). We treat your information confidentially.

Recruiting Manager  
**SHRP Limited**  
**hr@savinohrp.ca**  
www.savinohrp.ca  
www.hrlive.ca

*While we appreciate all applications, we can only contact those individuals selected for interview.*

*We are committed to providing accommodation for persons with disabilities. Accommodation will be provided as part of our hiring process (if accommodation is required, Applicants are requested to make their needs known in advance).*