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## Job Specification

**Position Title:** Business Services Assistant - Human Resources  
**Job Code:** OPSEU - Office Administration 08, 08OAD  
**Job ID:** 19754

### Purpose of Position:

To provide human resources support and administrative services to the staff of Fort William Historical Park. To provide customer service support for the FWHP resource library which represents a collection of various archival, historical and corporate materials.

### Duties/Responsibilities:

Position functions within Fort William Historical Park, which is a living history tourism attraction providing top-level cultural heritage, entertainment and educational experiences for residents and visitors to northwestern Ontario.

1. Provides human resources support and assistance to FWHP by: preparing and processing human resources documents. Prepares WIN inputs and requests reports; monitors/tracks human resources employee data e.g., payroll expenditures, attendance, merits, effective dates. Advises management/staff of action required, and identifies and resolves discrepancies; liaises with Human Resources and Ontario Shared Services on related matters/issues; coordinates paper flow; provides clarification and assistance to staff and management concerning human resources issues in conjunction with Human Resources staff. Determines the nature of inquiries and avoids the inadvertent release of confidential information.
2. Participates in the staffing of FWHP positions by: receiving, logging and acknowledging resumes; responding to inquiries; preparing competition files; ensuring documentation is complete and properly authorized; setting up interviews; preparing correspondence; administering technical tests e.g., written test. Documents new and returning seasonal staff. Collects, prepares and distributes documentation for orientation and terminations.
3. Provides a variety of clerical/administrative support services such as: providing word processing services for letters and memoranda; composing responses and information requests on own initiative, or from brief verbal or written instructions; providing clerical support to produce reports, business plans and program-related correspondence; providing data entry services; drafting presentations and other materials in support of FWHP initiatives; maintaining and updating electronic databases and hardcopy files; suggesting new/revised administrative procedures to the Manager to improve program delivery.
4. Coordinates Workplace Health and Safety services by scheduling committee meetings, taking minutes, scheduling regular workplace inspections, answering staff inquiries, interpreting and ensuring FWHP adherence to Occupational Health and Safety legislation, processes, procedures and guidelines.
5. Provides customer service to FWHP staff, guests, visitors, researchers, institutions, professors and students who wish to use the FWHP resource library, and to individuals wishing to conduct independent research using a specialized library collection of books, periodicals, documents, maps, A/V software, images and other data related to the historical background of the early 19th century and FWHP. Explains library policies and procedures regarding manual and computer searches. Processes and monitors the circulation, loan and return of library resources. Accessions library acquisitions ensuring that all items are catalogued to prescribed standards. Answers reference enquiries made by telephone, mail and in person; advises on material availability. Provides technical direction and training to seasonal staff and volunteers in the use of the library.
6. Initiates purchase orders for office supplies and equipment in accordance with ministry procurement directives, procedures and policies; uses the government purchasing card and IFIS; tracks inventory levels of office supplies. Provides back up services to administrative support staff as requested.

Fort William Historical Park is a 7-day a week, 24-hour operation. Position may be required to attend overnight functions, and off-hour programs, work holidays and weekends.

**Knowledge:**

- Fort William Historical Park programs, events, promotions, projects, policies and procedures e.g., to respond to inquiries and provide front line responses to visitors, the public and staff; to guide seasonal staff as required.
- Human resources policies, procedures, processes, practices to prepare human resources documents and provide staffing support services according to established procedures.
- WIN to monitor and track human resources data and inform management of required action, research discrepancies and resolve related issues.
- Occupational Health and Safety legislation, and Workplace Health and Safety regulations to explain procedures to staff and coordinate related paper work.
- Library collection of archival, historical and corporate materials, books, maps, periodicals, publications and photos; specialized library procedures concerning acquisitions and loans; reference materials; automated cataloguing and circulation systems to provide customer assistance to staff and visitors.
- Ministry and branch administrative/office policy, procedures and guidelines to provide administrative support services to the department; to order office supplies and equipment.
- Customer service skills to assist management, staff and visitors in determining information needs.
- Word processing, spreadsheet, presentation, graphics and database applications to prepare correspondence; enter, update and maintain information; prepare presentation materials; prepare statistical listings/reports.
- Organizational skills and attention to detail to prioritize work; perform tasks simultaneously; ensure adherence to established policies and practices; ensure that deadlines are met within established time frames.

**Staffing and Licensing Requirements:**

Typing and word processing proficiency.

**Skills:**

- Reasoning to apply human resources policies, procedures, processes; to assess the accuracy of human resources and payroll related data in WIN (e.g., attendance, upcoming merits and assignment end dates).
- Evaluative skills to determine the nature of inquiries, and the specific information needs of staff and visitors in order to provide advice and assistance; to avoid the inadvertent release of confidential information.
- Problem-solving skills to identify and resolve errors or discrepancies related to human resources/payroll documents.
- Analytical skills to utilize a variety of software packages e.g., perform word processing, enter and update data, produce statistical reports, draft presentations, produce spreadsheets; determine format and specific software applications.
- Reasoning skills to draft correspondence on own initiative in response to information inquiries.
- Oral communication skills to provide general information to callers, explain human resources procedures to management and staff in conjunction with human resources, answer inquiries and provide customer service to staff, volunteers, researchers, institutions and students on library procedures.
- Written communication skills to prepare minutes, compose correspondence on own initiative in response to inquiries; prepare presentation and other material in support of business services.
- Interpersonal skills, diplomacy and tact to provide customer service to the public.

**Freedom of Action:**

Work is performed within the framework of corporate human resources policy, requirements and collective agreements; established ministry and Fort William Historical Park practices and procedures; library customer service standards and information access policies and procedures. Guidelines are also available in the form of established office/administrative methods and procurement procedures.

Job requires independent judgement and decision-making to: document new and returning seasonal staff; inform managers of required action and deadlines pertaining to human resources matters; prepare documentation related to competitions, orientation and terminations; establish priorities for own activities to meet deadlines; provide on-the-spot assistance to staff and visitors to the library; initiate purchase orders for office supplies and equipment; prioritize multiple work tasks; select appropriate word processing, database, spreadsheet and presentation applications; identify issues or unusual requests that need to be conveyed to the Manager or other staff members; suggest new/revised administrative procedures to improve program delivery; provide technical direction and training to seasonal staff.

Work is informally monitored by the Manager for progress and adherence to established human resources, administrative and library policies and procedures. Job requires referring persistent or unusual matters not covered by established policies or procedures to the Manager e.g., competing work demands. Job refers more complex or detailed questions to appropriate staff member. Job obtains functional direction from corporate human resources staff on unclear policy, process or procedural matters.