

Benchmark Title	Human Resources Administration Clerk 1
Group	[2] Administration – General
Sub-Group	(a) Human Resources
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 1) [Job Code 282401] . Supervision Level 5 (Pay Grade 2) [Job Code 282402] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 2) [Job Code 282402]
Scope & Level Definition	Jobs at this level provide human resource and/or salary-related support of a routine nature in departments and/or faculties.
Sample Duties at this Level	<ul style="list-style-type: none"> . Makes arrangements for and administers testing associated with the hiring process, such as typing and aptitude tests . Schedules hiring-related processes such as interviews and orientations . Provides service desk assistance, such as responding to hiring inquiries and providing information by telephone and in person . Performs basic word processing, such as preparing check lists . Processes employment applications by sorting, recording, distributing, and filing . Performs filing duties, such as opening and closing files, maintaining indices, and archiving and retrieving files . Photocopies and faxes job postings and other material
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus one year of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works under general supervision . Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation . Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action . Some planning may be required . Performs routine duties independently
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff. . Some opportunity for improvement of work methods that are of a straightforward procedural nature
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>

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Group	[2] Administration – General
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Interpersonal Skills	<p>Basic interpersonal skills are required</p> <ul style="list-style-type: none"> . Exchanges routine information . Responds to basic requests for information . Provides information that is easily accessible within the work area
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment . Workplace interruptions are expected, and do not create undue stress in task completion with known and predictable deadlines
Physical and Sensory Effort	<ul style="list-style-type: none"> . No undue fatigue . Attentiveness is required for everyday activities, and additional effort is required occasionally
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Benchmark Title	Human Resources Administration Clerk 2
Group	[2] Administration – General
Sub-Group	(a) Human Resources
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 3) [Job Code 282501] . Supervision Level 4 or 5 (Pay Grade 4) [Job Code 282502] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 4) [Job Code 282502]
Scope & Level Definition	Jobs at this level provide human resource and/or salary-related support of a moderately complex nature in departments and/or faculties.
Sample Duties at this Level	<ul style="list-style-type: none"> . Performs processing duties related to a human resource function, such as checking eligibility of applicants for professional development funds, and communicating status of applications to candidates . Maintains databases by entering, updating, retrieving data . Compiles statistical information . Prepares, verifies, and processes staff and student appointment forms and timesheets . Ensures resolution of pay-related problems . Prepares documents, mail merges, and spreadsheets, and updates department manuals . Processes requisitions, invoices, journal vouchers, and payments . Maintains payroll records . Collects and maintains vacation and sick leave data . Manages petty cash by performing duties such as receiving, disbursing, reconciling, and depositing cash and cheques . Prepares and distributes information packages . Makes appointments and arranges meetings
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus one year of related training, plus two years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties are of a straightforward procedural nature . Assembles and maintains data and/or information and ensures its reliability and quality . Resolves routine problems and refers other problems to senior staff. . Some opportunity for improvement of work methods that are of a straightforward procedural nature

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Group	[2] Administration – General
Sub-Group	(a) Human Resources
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Moderate interpersonal skills are required</p> <ul style="list-style-type: none"> . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment . Occasional exposure to minor disagreeable conditions, such as dealing with upset or difficult clients . Interruptions are an expected part of the work, and reprioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue results from the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy; the incumbent may change to alternative tasks requiring less sensory effort
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Benchmark Title	Human Resources Administration Clerk 3
Group	[2] Administration – General
Sub-Group	(a) Human Resources
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 5) [Job Code 282601] . Supervision Level 3, 4, or 5 (Pay Grade 6) [Job Code 282602] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 6) [Job Code 282602] . Second Language required, plus Supervision Level 5 (Pay Grade 7) [Job Code 282603]
Scope & Level Definition	Jobs at this level provide human resource and/or salary-related support of a complex nature in departments and/or faculties.
Sample Duties at this Level	<ul style="list-style-type: none"> . Coordinates recruitment process for a faculty or department by performing duties such as providing guidance on interview preparation, distributing material to the search committee, obtaining commitment letters for externally funded positions, and ensuring procedures meet UBC requirements . Provides support in a specialist area of human resources, such as benefits administration, by performing duties such as administering the operations of the program, resolving discrepancies, providing orientation sessions, and implementing new programs and changes to existing programs . Assists with planning, developing, organizing, and implementing human resource activities within the department, such as posting and advertising jobs . Provides information to faculty and staff on current UBC human resource policies and practices, such as attendance and leave management, vacation, and sick leave benefits . Provides information to faculty, staff, and students on human resource issues, such as immigration . Prepares and submits recruitment and hiring documentation, such as advertisements, faculty recruiting requests, financial planning recruiting summaries, and offer letters . Prepares and distributes faculty CVs, publication records, teaching dossiers, and lists of referees . Coordinates faculty annual reviews by performing duties such as scheduling meetings, collecting CVs, preparing files, and preparing appointment and reappointment forms . Organizes and coordinates the administrative support of WCB and return to work . Prepares human resource and payroll paperwork, such as timesheets, transfer and severance forms, payroll logs and ledgers, and salary/merit increases; follows up on discrepancies . Compiles statistics and prepares reports on topics such as academic space inventory, staff demographics, and new appointments . Tracks vacation and sick time . Maintains budget information . Maintains personnel files
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus one year of post secondary education, plus three years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience

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Group	[2] Administration – General
Sub-Group	(a) Human Resources
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of a minor interpretive and/or technical and/or analytical nature . Compiles, manipulates, and performs calculations on data . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent may change tasks, but most tasks have similar sensory demands
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Benchmark Title	Human Resources Administration Clerk 4
Group	[2] Administration – General
Sub-Group	(a) Human Resources
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 7) [Job Code 282701] . Supervision Level 2, 3, 4, or 5 (Pay Grade 8) [Job Code 282702] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 1, 2, or 3 (Pay Grade 8) [Job Code 282702] . Second Language required, plus Supervision Level 4 or 5 (Pay Grade 9) [Job Code 282703]
Scope & Level Definition	Jobs at this level provide administrative supervision and coordination of the human resources and/or salary-related functions of a department and/or faculty.
Sample Duties at this Level	<ul style="list-style-type: none"> . Provides administrative supervision of human resources functions by performing duties such as coordinating work processes, establishing work schedules and priorities, and resolving complex issues . Advises department head on collective agreement terms, including limited interpretation (e.g., sick/vacation accruals, notice periods, posting deadlines) . Assists with planning, developing, organizing, and implementing human resource activities within the department, such as evaluating hiring needs and job analysis . Provides information to faculty and staff on current UBC human resource policies and practices, such as employee development and performance management. . Provides advice and assistance to employees and faculty members on HR issues (e.g., hiring process) . Prepares complex reports and analyses . Assists in recruitment processes by performing duties such as preliminary candidate review
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus two year post secondary diploma, plus four years of related experience <p>OR</p> <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under broad direction . Work is performed within authorized prescribed limits and/or an approved plan . Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods . Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities . Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an intermediate technical and/or analytical nature . Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems . Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff . Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects

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Sub-Group	(a) Human Resources
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>A high level of interpersonal skill is required</p> <ul style="list-style-type: none"> . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Job is performed in a standard office environment . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent may change tasks, but most tasks have similar sensory demands
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>