

Working Title Personnel Supervisor Name \_\_\_\_\_

Position Number	Reports to Position No., Class & Level Manager, Training, Staffing and Personnel	Division, Branch/Unit  Correctional Services Edmonton Remand Centre	Ministry  Justice and Solicitor General
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Present Class \_\_\_\_\_ Requested Class \_\_\_\_\_

Dept ID \_\_\_\_\_ Program Code \_\_\_\_\_ Project Code (if applicable) \_\_\_\_\_

**PURPOSE:** Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide Pages 7-8).

Under the direct supervision of the Training Manager the Personnel Supervisor is responsible to oversee four staff to ensure that correctional centre employees are provided with all entitlements and benefits in a timely manner. This position is a full working level supervisor responsible for providing advice and support to the four Administrative Support 4 positions as well as managing performance including the completion of Performance Excellence Contracts). The Personnel Supervisor is has the accountability within the Centre for the accurate administration of pay and benefits based on an extensive knowledge of Correctional Services. The Personnel Supervisor is assigned a portfolio of management staff and opted out/excluded classifications. As such, the position must acquire and maintain the ability to perform all aspects of the role including but not limited to: a high level of knowledge of entitlements and benefits and the ability to educate employees; the ability to process the commencement and termination of employees; the ability to accurately calculate and process entitlements related to LTDI and WCB leave and supplement, overtime, reclassification, and vacation leave specifically within the Centre. The Personnel Supervisor is also the primary contact for Human Resources in regards to employee relations/labour relations matters. This position reviews entries entered by the Personnel Administrators for accuracy and addresses any discrepancies before the release to the expenditure officer; ensuring that Service Alberta has the necessary information to pay employees in a timely and accurate manner. This position also responds to pay and benefits inquiries from employees, as well as communicates with Human Resource Consultants, centre management, benefit carriers, government departments and Pay and Benefit specialists as they relate to staff within the centre. The Personnel Administrator must be able to communicate and interact with a wide range of employees in a highly unionized 24/7 operation.

**RESPONSIBILITIES AND ACTIVITIES:** The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide Pages 9-10).

- 1: Provide employee personnel support and support to Human Resources: :**
- Oversee and provide explanation and assistance to new employees, at commencement, on benefits and entitlements such as, pensions, life insurance, Employee Family Assistance Program, aspects of master and subsidiary agreements to employees who are commencing.
  - Investigate and provide follow-up on inquiries from employees about general and specific issues relating to benefit entitlements that have been processed such as Casual and General Illness, LTDI, WCB, overtime, existing benefit choices, payroll and coding terminology, deductions (pension, union dues, taxes)
  - Respond to direct inquiries from centre management, ACOB, and other stakeholders such as Pay and Benefits, WCB, LTDI, Human Resources Consultants.
  - Responsible for a portfolio of employees who are in various classifications and who belong to different Subsidiary Agreements.
- 2: Calculating entitlements:**
- Verify and calculate WCB overtime supplement for employees, generating a report which breaks down worked overtime within a 12 month period, and includes the calculating of overtime payment rates by utilizing current pay rate of employee.
  - Completing reclassification documents for processing, verifying all criteria has been met prior to submission.
  - Preparing Staffing Requests for position vacancies for submission to Human Resources.
  - Calculating acting pay entitlements to ensure accuracy and timely payment as per collective agreement.
  - Accurately calculating annual vacation leave entitlement information for year-end accruals and reducing any months which were not earned due to absences.
  - Following the provisions of the collective agreement, administer leave entitlements such as GI, WCB, LTDI by taking into account leave earned, prior leave used and administer same in consultation with Pay and Benefits, Service Alberta, WCB, LTDI and Human Resources.

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- Calculate proper overtime pay-outs based on pay rates for the earning period of which the overtime was worked. Complete a separate calculation for overtime pay-outs from overtime which is in excess of one year.

**3: Validation, Verification and Correction Process:**

- Reviews, validates and verifies payroll and benefit entitlements for input onto ETMS or other recording system for salary, wage and temporary salary employees.
- Oversees Personnel Administration staff in their role to ensure all absences and overtime data is accurate, maintaining manual and electronic records of all absences, vacation leave, and ensures all balances are updated and accurate within IMAGIS reports.
- Accurately enters data related to Management; such as absences, schedule changes, maternity leave, leaves of absence, WCB, LTDI.
- Maintains accurate and detailed documents to ensure that centre records are completely up-to-date and to ensure that Pay and Benefits as well as Human Resources receive documents and/or data in a timely and consistently accurate fashion.

**4: Coordination:**

- Develops and maintains reports and analysis as requested on employee status, position number tracking, attrition, vacation leave balances.
- Maintain spreadsheets and keep up to date information for Senior Management and Human Resources of vacancies, staff listings, new hires/terminations, Probation expiry dates.
- Responds to requests to develop and evaluate changes to shifts in conjunction with the ETMS coordinator to determine/ensure that adjustments to shifts meet item requirements for employees.
- Maintains subject matter knowledge as well as researches and provides problem-solving to provide centre management, Pay and Benefits specialists and Human Resources consultants are provided accurate and timely information to assist in responding to unique and/or complex issues related to pay and benefits.

**5. Staff Management, Development & Advancement:**

- Mentors and coaches Personnel Administrators.
- Manages and assigns the workload of the Personnel Administrators.
- Assists in creating and implementing changes to processes to streamline work in the Personnel area as well as creating an environment which embraces this change and adaptation.
- Manages scheduling of the Personnel Administrators to ensure that all areas are covered during absences
- Prepares, completes and reviews performance reviews, and actively provides constructive criticism for supervised staff.

**SCOPE:** List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

- Supervisor works with and oversees the performed duties and entries completed by Personnel Administrators.
- Liaise with Human Resources and Senior Management in regards to highly confidential concerns as they arise.
- Liaise with Service Alberta Pay and Benefits to discuss and analyse discrepancies between ETMS entries and IMAGIS, corrections to coding for payment and leave, as examples.
- Oversee and input pay, attendance and benefits calculations, recording and processing for centre employees who are in a wide range of classifications, up to and including senior management.
- Interaction with these employees who work within a highly unionized culture requires excellent communication skills as well as the ability to respond to concerns and questions in a knowledgeable and confident manner.
- Accurate pay and benefits documentation contributes significantly to employee satisfaction and if not done properly has a negative impact on the work place.
- Collaborate with Pay and Benefits and Human Resources to ensure the appropriate delivery of employees' entitlements. Problems or issues that start at the centre can negatively impact stakeholder areas and can result in over or underpayments to employees. These types of errors result in considerable work to resolve and particularly in the case of overpayments are of considerable concern as they impact the use of GOA (taxpayer) funds.
- The Master and various Subsidiary Agreements and Corporate Human Resources regulations and precedents are available to refer to but do not provide solutions to all situations. Problem solving is required to respond to various unusual or complex situations/questions.
- The role must function with considerable independence in reviewing and processing attendance documents. A high degree of accuracy must be maintained as any error could affect both paycheque amounts and benefit leaves. A manual and electronic system of leave benefits available is maintained for all salary and wage employees in order to confirm and maintain precision of other information sources such as IMAGIS, and information which is provided to employees on MyAgent.
- The nature of the information and documentation relating to this position is considered highly sensitive and confidential in nature. A trustworthy and a restrained nature is essential as a release of information to an incorrect person or area would have serious consequences. Tact and diplomacy are also required due to the sensitive nature of the employee inquiries and maintaining the knowledge that the position deals with a good portion of employees financial situations.

**SCOPE:** List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

**KNOWLEDGE, SKILLS & ABILITIES:** Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Progressive experience within the Correctional Services Division.  
 Excellent communication skills, both oral and written.  
 Direct Supervisor to Personnel Administrators.  
 Training & Development of ETMS "User Testing"  
 Authority to release payroll time and entry to expenditure officer for release to Pay & Benefits.  
 Strong organizational, analytical and task oriented skills.  
 Strong knowledge of Pay and Benefits documentation related to multiple shifts in a 24 hour operation which involves consideration of shift schedules, correctional modifier, shift differentials, overtime, and banked time.  
 Strong understanding of human nature and behaviour.  
 Knowledge and abilities are required of diverse, yet interrelated aspects of correctional services in the province of Alberta including:  
 Knowledge of relevant legislation such as the *Freedom of Information and Protection of Privacy Act*, and Human Resources policies, and *Worker's Compensation Act*.  
 Knowledge of government, departmental, divisional and branch goals and objectives.  
 Knowledge of the function, role and hierarchy of the bargaining unit and the functional application and interpretation of the Master and Subsidiary Agreements.  
 Knowledge and understanding of Government of Alberta values and visions.  
 Knowledge and support of Employee Wellness and Engagement Program initiatives.  
 Ability to dialogue with individuals from a wide range of professional backgrounds.  
 Ability to identify and productively resolve conflicting related pay and benefit administration.  
 Ability to work effectively both independently and as a member of the Personnel team.  
 Knowledge of the guidelines surrounding centre policies and procedures, organization, function, schedules and routines pertaining to payroll and benefit processes within the unique correctional 24 hour operation.  
 Knowledge of the intricacies of a correctional setting including banked time off, overtime, lieu time, shift exchanges, shift differential for evenings and weekends, correctional institutional modifiers as well as other normal pay and benefit information required within the payroll function.

**CONTACTS:** Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Clients	Frequency	Nature and Purpose of Contact
Training Manager	Daily	Coordinate, inform, receive direction, consult
Tactical Team Manager & Members	Monthly	Liaise, consult
Shift Employees	Daily	Direct, coordinate, guide, inform, consult
Recreation Staff	Daily	Direct, coordinate, guide, inform, consult
Sentence Administration	Daily	Direct, coordinate, guide, inform, consult
Training Academy	As required	Coordinate, inform, consult
Other Centres	Monthly	Coordinate, direct, guide, inform, consult
Centre Director	Weekly	Coordinate, inform, receive direction, consult
Director of Operations	Daily	Coordinate, inform, receive direction, consult
Director of Administration	Daily	Coordinate, inform, receive direction, consult
Director of Programs	Weekly	Coordinate, inform, receive direction, consult
Deputy Director Operations	Daily	Coordinate, inform, receive direction, consult
Finance and Administration Manager	Daily	Coordinate, guide, inform, receive direction, consult
Service Alberta – Pay and Benefits	Daily	Coordinate, guide, inform, receive direction, consult

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Adult Centre Operations Branch	As required	Coordinate, inform, consult
Service Alberta – LTDI Unit	As Required	Coordinate, inform, consult
Service Alberta – WCB	Daily / A Required	Coordinate, inform, consult
Human Resources – JSG	Daily / As Required	Coordinate, Inform, consult
Service Alberta – OLTE & Benefits Helpline	As required	Consult
ETMS Coordinator	As Required	Coordinate, inform, receive direction, consult
Great West Life	As required	Coordinate, inform, consult
Worker's Compensation Board – Alberta	As Required	Coordinate, inform, consult
AUPE	As required	Coordinate, inform, consult
General Public	As Required	Inform, direct
Litigation Lawyers	As required	Guide, inform
Law Enforcement Officers	As required	Guide, Inform
Financial Institutions	As required	Inform, verify employment
Rental Companies/Landlords	As required	Inform, verify employment

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide Page 15)

four Administrative Support Positions (4166; 52245; 4466; 4104)

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** Identify significant changes that have impacted the responsibilities assigned to your position since the last review (see Writing Guide Pages 15-16).

- o Personnel Supervisor is Responsible to oversee and preside over four Personnel Administrators
- o Personnel Administrators are responsible for a group of employees based on shift schedule and /or centre. The size of the employee group varies based on location but is constantly changing based on staff attrition and hiring campaigns that were far less frequent when the employee population was smaller and more stable.
- o The attrition rate for the employee group is as high as 12% in some centres. This results in transacting terminations and commencements on an on-going basis.
- o More transactions translates into a greater need for attention to detail as well as an enhanced level of complexity due to the nature and frequency of 24/7 operations staffing requirements including but not limited to adjusted shifts, overtime calculations and acting compensation.
- o An increasing work force requires a greater frequency and tracking of other pay and benefit related work including reclassifications; Acting Pay, promotions; training; and vacation just to name a few.
- o The sheer size of the operation is more complex as there are simply a greater number of personal interactions that must occur between Personnel Administrators and employees of the facility. Additionally, there is currently and will continue to be, a large group of relatively new staff who require more assistance and education to understand and interpret pay and benefit entitlements. This new staff population is the result of the ACOB mandate to ensure centres are fully and properly staffed and that vacancies are quickly filled.

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide Page 17).

*This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.*