

**Colleen May Hensel**  
**R. R. #1,**  
**Millet, Alberta T0C 1Z0**  
**Phone 780-387-4352**  
**Cell 780-951-5005**  
**colleenh@xplornet.com**

May 1 2018

I am pleased to have the opportunity to submit my application for HR Coordinator/Assistant position you are recruiting. I have extensive experience in senior administration and full scope experience in human resources. My similar position with Alberta Health Services would allow me to quickly assume the responsibilities of this position and I would appreciate an opportunity to meet with you to discuss my qualifications further.

In addition to my educational qualifications and secretarial background, at Alberta Health Services my service group was three hospitals, 1300 employees and four collective agreements. I performed these duties with exemplary service and much of the time without an Advisor on site. At that time, the Assistant classification was more of a Generalist position and I am confident I possess the skills you seek.

I am very personable and can bring diverse HR and communication skills from public, private and not-for-profit organizations. I can quickly assume all requirements of this position and would be a valuable contributor to your team.

Sincerely,

*Colleen Hensel*

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## **Personal Profile**

- Personable, articulate, professional in appearance and manner.
- Self-starting, reliable, and energetic.
- Extremely dependable and well organized.
- Work closely and effectively with key stakeholders to achieve desired goals.
- Proven ability to work independently in a fast paced highly demanding team environment.

## **Relevant Qualifications**

### **Communication, Organization and Interpersonal Skills**

- Effective in promoting a positive, productive work environment.
- Committed to professionalism.
- Develop and maintain positive, effective relationships with all groups.
- Appropriate maintenance of confidential information.

### **Recruitment and Staffing**

- Experienced in full cycle recruitment processes ensuring compliance with policy and employment laws from posting to commencement.
- Facilitation of interviews, screening, proficiency exams, reference checks.
- Management of HRIS systems for recruitment, labour relations and employee change transaction programs.
- Preparation of commencement materials and processes for management staff.
- Manage termination processes including exit interviews and reporting of turnover tracking.

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## **Human Resource Management**

- Research and interpret collective agreement articles and/or terms and conditions for multi-agreement sites to assist management, unionized and OOS staff.
- Facilitate resolution of employee enquiries.
- Perform functions of the position and provide advice around best practices and interpretation of policies in compliance with applicable legislation, collective agreements and departmental protocols.
- Administration of employee files for certification, training and other related requirements.
- Working knowledge of compensation principles, occupational classifications, job descriptions, evaluation, pay programs and benefit concepts.

## **Computers/Analysis**

- Effective, professional written communication skills and demonstrated ability to match user requirements with queries and reports.
- Technically proficient with a wide range of software.
- Ability to clearly communicate functional requirements, system processes and outputs to ensure design meets needs.
- Some experience with logistics diagramming/business process maps.
- Experienced in compilation of user manuals/procedures manuals.
- Specified functional testing experience in identifying functional tasks.
- Ability to define problems and draw conclusions for process improvements.

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## **Employment History**

2014/17	Self Employed
2009/13	Human Resources Assistant/Analyst /Secretary II Alberta Health Services
2008/09	Citizen Service Officer, Service Canada
2006/08	Office Manager, 2008 Leduc Winter Games Society
2004/06	Office Manager, Enform
2000/05	Production Support Clerk, AltaGas Utilities Inc.

## **Education**

Currently enrolled in Athabasca University HR and Labour Relations Certificate program, five courses left to completion.  
Payroll Administrator Certificate, Canadian Payroll Association  
Real Time Coaching, Excel Group  
Business Administration Certificate, Grant MacEwan Community College  
First Year Bachelor of Arts, University of Alberta Transfer Program

## **References**

Current telephone numbers will be provided at interview. Thank you for your consideration.