

Let's Talk Business

For Ted Rogers School Students

These reports describe industry sectors and career paths of interest to Ted Rogers School students and alums. Each report leverages BCH employment data and the expertise of our staff. This collaborative effort engages staff, students, alums and the University Business Librarian.

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A Day in the Life of a Human Resources Advisor

We recently had a conversation with Erica Caravaggio, a Ted Rogers School alumna, graduating in 2021 from the Human Resources Management Co-op Program with a minor in Law.

She is currently working as a Human Resources Advisor in the Staffing Branch at Immigration, Refugees and Citizenship Canada (IRCC).

The IRCC department, under the Federal government manages matters around immigration to Canada, refugees, and Canadian citizenship.

Within this report, Erica shares what type of work she does, the software platforms she uses, and some advice for students who are interested in learning more about this compelling career path.



 [Erica Caravaggio](#)



Q: What do you do on a "day-to-day" basis in your current role as a Human Resource Advisor at the IRCC?

A: As a Human Resources Advisor at Immigration, Refugees and Citizenship Canada (IRCC), I provided advice and guidance on staffing, run selection processes, and worked with my team to hire candidates. I work closely with clients, Operations Managers and Directors to assess their staffing needs and ensure that candidates with the right skills and experiences are chosen. I provide innovative staffing solutions and tools while promoting diversity and equity.

At the start of each day, I analyze and respond to client emails and meet with the client to discuss their staffing needs. During client discussions, I gather information about the number of vacancies to fill, the position's job duties, and the department's needs. My team and I then create a selection process to target the right candidates for the position. This can include a combination of application, interview, and exam questions.

Most of my day is spent ensuring that selection processes run smoothly and hiring is timely. Our clients often need employees, so I must delegate effectively within my team to meet tight staffing deadlines. I often guide candidate accommodation requests and extensions with fairness in mind. I also review staffing files for the appointment of candidates. The files include all documents needed for the employee to begin their new position, such as a letter of offer, articulation of the selection decision, and position details.

Much of my day is spent in calls and video meetings as my team, and clients are spread out across Canada. I participate in weekly team meetings where we discuss high-level topics affecting staffing and immigration as a whole. I often meet with senior team members to collaborate and share ideas on innovation and technology.



Q: What technology platforms do you use in your role?

A: **GC Docs** is the main file-sharing system used by the Federal government. In staffing, it is used to build candidate files and store important information in an easily accessible way.

PeopleSoft is used to enter information about an employee's new position to ensure they are paid correctly. The system stores information on employees and provides valuable position details.

Outlook for emails and scheduling meetings with clients and team members.

Microsoft Word to draft letters of offer to be sent out to employees.

Microsoft Excel records statistics on selection processes, such as how many candidates are successful in each selection process step. Data on qualified candidates are recorded in Excel so that we can filter for specific competencies and experiences.

VidCruiter is used to build posters for candidates to apply to and create selection processes. Within VidCruiter, you can assess candidates, conduct video interviews, build exams, and organize candidates through folders. VidCruiter also allows us to export data we can send to clients for hiring purposes. Candidates can develop their own profile in VidCruiter to apply to various processes.

OneNote to take meeting notes, create to-do lists, and keep track of important information.

Microsoft Teams to communicate with coworkers and clients daily.



VidCruiter

PeopleSoft

Q: How does your industry impact the world?

A: Human Resources within the Federal government of Canada strives to set the standard for best practices throughout the rest of Canada. Equity in staffing means that every Canadian and Canadian resident has the opportunity to pursue a fulfilling career. Public sector staffing promotes a variety of internal and external hiring at all levels to ensure opportunities for all.

The staffing team within IRCC aims to ensure equitable hiring within the Federal government by tracking employment equity statistics and pushing for a diverse workforce that includes minority groups. Public sector staffing provides that employees are hired based on merit and works hard to create equitable staffing processes in the hope that others do the same.

Q: Which industry trends should aspirational students be aware of?

A: Students looking to work in the Human Resources field should be aware of leveraging technology to streamline the selection process and store employee data more efficiently.

Staffing professionals are looking for new and easier ways to recruit employees by utilizing platforms such as VidCruiter to eliminate paper files and allow hiring managers to assess video interviews at their own pace rather than in-person. Students should be aware of how new technologies can provide a solution to common staffing issues such as varying time zones, ease of application, and condensing the time it takes to staff a position.



Leveraging technology is a trend that greatly increases efficiency with data management.



Leveraging technology can also help with reducing the unnecessary clutter that comes with paper files.

Q: What advice would you provide a Ted Rogers School student who aspires to work in your industry upon graduation?

A: Be willing to learn and ask questions but don't be afraid to question the status quo! The public sector is quickly evolving to reflect the changing needs of society and greatly values new ideas and a fresh approach to human resources.



- Keep an open mind and try out new ideas and technologies as they become available. It can be nerve-racking to suggest a new idea or to try a different way of doing things, but it's usually worth it.



- Utilize technology to stay organized. Human Resources professionals handle large amounts of files, data, and statistics on employees and candidates. Being comfortable and familiar with Excel and other technology tools is essential to keep data organized.

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Career Consultant Contributor

Alysha Chin

Alysha is a Career Consultant with 5+ years of experience working in human resources, recruitment, and career services. She is passionate about helping clients identify and leverage their skills and interests to find fulfilling work. Alysha prides herself in her empathetic, supportive, and straight forward approach to support students in their career goals.



Student Contributor

Terel Leslie

Terel is a Human Resources Management student whose worked as a Project Coordinator at the Business Career Hub. He is deeply interested in the world of workforce management and development and strives to pursue a career in the human resources field.