

JOB TITLE:	Payroll Administrator	DATE:	November 2016
REPORTS TO (job title):	Payroll Manager		
JOBS REPORTING (job titles):	None		
DEPARTMENT:	Human Resources		
LOCATION:	Waterloo Campus		
GRADE:	USG 5 - 7		

Primary Purpose:

The Payroll Administrator provides a high level of customer service to both internal and external customers and applies their knowledge of payroll related legislation, University policy, and established processes and procedures to ensure employees and other payees are paid in a manner that is compliant, accurate, and timely. The scope and nature of payroll in the university environment is extensive and varied and requires a broad understanding of various employment scenarios, earnings types, and taxation requirements as well as the ability to apply professional expertise and judgment.

Key Accountabilities:

1.	<p>Accurately calculates and enters pay related information in HRMS or service provider portal (for International Payroll).</p> <ul style="list-style-type: none"> • Review pay related submissions for completeness, and compliance with government legislation, University policy, the Faculty Memorandum of Agreement, and the CUPE collective agreement. • Follow up with HR Administration or departments where data is incomplete or non-compliant, or where clarification is needed. • Calculate amounts such as retroactive earnings/benefit premiums, and birth leave/top-up payments for eligible employees on maternity/parental/adoption leave. • Enter payroll data such as voluntary and involuntary deductions, retroactive and additional pay items, payments on termination, pre-paid benefit amounts, manual salary transfers, garnishments, special letters, and CPT30 forms. • Ensure accuracy of entry by producing and analyzing audit reports and making corrections as necessary.
2.	<p>Review and balance the bi-weekly and monthly payrolls to ensure employee pay data is accurate before the pay is confirmed and released.</p> <ul style="list-style-type: none"> • In coordination with other members of the payroll team, run payroll calculations, incoming interfaces, and balancing and audit reports. • Review earning, deduction, and tax data and compare to supporting documentation to verify accuracy. • Make corrections in the HRMS where necessary, or coordinate with HR Administration team to have corrections made. • Run outgoing interfaces and distribute deduction reports once pay processing is complete. • Organize, maintain, and file documentation related to the payroll function for audit purposes after the pay cycle is complete. • Produce off-cycle payments or adjustments as required.
3.	<p>Process bi-weekly and monthly payrolls (Canadian and International) from beginning to end in coordination with the Assistant Payroll Manager while adhering to strict deadlines (Senior Payroll Administrators).</p> <ul style="list-style-type: none"> • Run all processes in PeopleSoft needed to facilitate data entry, verification, confirmation and transmittal of the pays. • Coordinate production and distribution of pay advices, cheques, payroll registers and remittance reports, etc. • Transmit the direct deposit file to the bank, verify acceptance, and deal with any rejected deposit amounts as required. • Place bank recalls for direct deposit amounts and stop payment requests for cheques as necessary.
4.	<p>Communicate with internal and external customers in person, via the telephone and through email.</p> <ul style="list-style-type: none"> • Respond to inquiries in a timely fashion as per Human Resources' service standards. • Perform research where necessary to provide an accurate answer. • Communicate policy, procedural, and legislative requirements to customers who often have little or no understanding of payroll. • Provide basic functional assistance with regard to self-service, and remote data entry systems (e.g. casual and grad entry systems). • Deal with sensitive or personal information in a confidential and professional manner. • Confer with, or escalate matters to, senior level team members as appropriate.
5.	<p>Other duties include, but are not limited to:</p> <ul style="list-style-type: none"> • Look for continuous improvement opportunities related to efficiency and payroll best practice and bring forward to Payroll Manager.

	<ul style="list-style-type: none"> • Ensure consistent application of University policy and standard operating procedures and compliance with legislative requirements. • Prepare cheque requests for government remittances, garnishments, general deductions, etc., and forward to Finance. • Process pay reversals and adjustments in PeopleSoft to maintain accuracy of employee records. • Prepare foreign fund payments for processing in coordination with Finance department. • Prepare and file Records of Employment (ROEs) with Service Canada for employees who terminate or have a break in service. • Assist with year-end adjustments and corrections as required, and respond to customer inquiries related to year-end slips. • Participate in annual and adhoc audits, providing back-up paperwork and commentary on process where necessary. • Participate in user acceptance testing for upgrades, updates and implementation of new HRMS functionality as required. • Contribute to creation and maintenance of standard operating procedures. • Assist with training of new team members and co-op students as required. • Special projects as assigned.
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Position Requirements:

Education: 2-3 year post-secondary education in business accounting or similar course of study. Working towards Canadian Payroll Association Payroll Compliance Practitioner certification (PCP). Must be willing to participate in professional development in order to keep abreast of changes in the field and maintain certification once attained.

Experience: 2 - 5 years of progressive payroll experience in a large-scale fast-paced environment. Key competencies include strong customer service, and oral and written communication skills; ability to work as a member of a team; proven computer skills; accuracy and attention to detail in work; proven analytical and problem solving skills; and an ability to set priorities and handle multiple deadlines.

Technical:

MS Word	Excel	PowerPoint	Other
Basic to Intermediate	Intermediate	Basic	Experience with PeopleSoft HRMS or other in-house payroll system

Nature and Scope:

Interpersonal Skills: Communicates with team members and others in HR on a regular basis to ensure efficient workflow and timely completion of tasks. Communicates internally with customers across all areas (Faculty, Staff, CUPE, Students) to obtain information where clarification is needed regarding pay related submissions, to answer inquiries, to provide guidance, or to resolve payroll related issues. Communicates externally with banks and other agencies, such as the Canada Revenue Agency and Service Canada, to investigate direct deposit discrepancies, respond to requests for information, etc. Deals with sensitive or personal information in a confidential and professional manner.

Problem Solving/Decision-Making: Independently investigates and resolves complex pay related issues, providing information and explanation to those involved and making adjustments/corrections as necessary. Reviews payment submissions and makes decisions regarding proper payment and taxation coding based on professional knowledge. In times of uncertainty raises issues with senior level team members.

Level of Responsibility: Participates in all aspects of payroll data entry and verification. Reviews submissions for accuracy and compliance, ensuring compliance with government legislation, University policy, the Faculty Memorandum of Agreement, and the CUPE collective agreement. Communicates complex legislative and policy requirements to internal customers. Provides instruction on the use of myHRinfo to the campus community. This role has specialized and routine tasks. Although most work is performed independently, close coordination of efforts with the rest of the payroll team and other areas within HR is required.

Physical and Sensory Demands: Moderate sensory demands typical of a position requiring concentration and attention to detail in a busy, customer focused office environment with regular interruptions and competing priorities.

Working Conditions/Environment: As a customer service position, there is moderate exposure to disagreeable conditions in the form of angry/confrontational customers. Regular interruptions and changing priorities to deal with urgent customer inquiries are to be expected.

May be required to work additional hours during peak times and year end or in relation to system related emergencies.