



## Career Service Authority

Page 1 of 4

# Payroll Associate

### GENERAL STATEMENT OF CLASS DUTIES

Performs full performance technical work maintaining employee time reporting and payroll accounting records, which includes: posting data to payroll system, balancing and reconciling payroll records, troubleshooting and resolving issues, and explaining and interpreting payroll rules, regulations, policies, and procedures.

### DISTINGUISHING CHARACTERISTICS

The Payroll Associate is distinguished from the *Senior Payroll Associate*, which performs full performance professional work reviewing, auditing, approving, and maintaining employee time reports and payroll accounting records and oversees and monitors a variety of payroll adjustments and changes to employee payroll data. The Payroll Associate is also distinguished from the *Lead Payroll Associate*, which performs permanently assigned lead work over professional payroll associates and assists with developing and enforcing payroll policies and procedures and implementing and maintaining time and attendance systems used within the city. Finally, the Payroll Associate is distinguished from the *Payroll Supervisor*, which performs professional and supervisory work over professional and technical payroll staff engaged in performing a variety of payroll activities.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

**Level of Supervision Exercised:**

None

**ESSENTIAL DUTIES**

Prepares, processes, and audits employee time reports (both time sheets and e-time data) in accordance with internal payroll rules and federal, state, and local regulations.

Posts pay, tax, and benefit changes (i.e. deferred compensation, W-4, and direct deposit requests) to payroll system.

Balances and reconciles employee time reporting and payroll accounting records with a variety of agency, city, and other processing requirements.

Consults with employees and/or supervisors to explain and interpret payroll rules, regulations, policies and procedures.

Provides assistance to supervisors and/or managers by running queries and providing reports detailing labor-related data (i.e. time off and overtime).

Troubleshoots and resolves payroll problems, which may include analyzing problems with time and attendance data and making corrections.

Researches variances in the application of payroll policies and procedures and corrects any errors and/or oversights.

Researches, compiles, and analyzes statistical reports, audits, and other data; formulates reports and/or records both manually and utilizing computer programs as assigned.

Performs other related duties as assigned or requested.

---

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

---

**MINIMUM QUALIFICATIONS**

**Competencies, Knowledges & Skills:**

**Technical Competence** – Uses knowledge that is acquired through formal training/extensive on the job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Integrity/Honesty** – Displays a high standard of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, deals with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Arithmetic/Mathematical Reasoning** – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

**Listening** – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner and produces written information which may include technical material that is appropriate for the intended audience.

**Flexibility** – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Oral Communications** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Problem Solving** – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

**Decision Making** – Makes sound, well informed and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish organizational goals, and causes change.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; know products and services; is committed to providing quality product/services.

**Self Management** – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Knowledge of payroll sufficient enough to explain and interpret policies, procedures, rules, and regulations.

Knowledge of Enterprise Resource Planning applications and systems sufficient enough to process payroll.

Knowledge of time and attendance systems sufficient enough to audit the entry of employee time reporting.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).  
Fingering: picking, pinching, or otherwise working with fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive Motions: making frequent movements with a part of the body.  
Eye/Hand/Foot Coordination: performing work through using two or more.  
Near Acuity: ability to see clearly at 20 inches or less.

***Working Environment:***

Subject to many interruptions.  
Pressure due to multiple calls, inquiries and various deadlines.

***Education Requirement:***

Graduation from high school or the possession of a GED certificate.

***Experience Requirement:***

Three years of clerical/technical experience performing a variety of payroll processing activities.

***Education/Experience Equivalency:***

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

Additional appropriate type and level of education may be substituted for the minimum experience requirement on a one year for one year basis.

***Licensure and/or Certification:***

By position, requires a valid driver's license.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt  
***ESTABLISHED DATE:*** 11/23/2008  
***ESTABLISHED BY:*** Melissa Palmer  
***REVISED DATE:*** 07/11/2010  
***REVISED BY:*** Melissa Fisher  
***CLASS HISTORY:*** 7/2010: Distinguishing Characteristics section revised.