



Career Service Authority

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Payroll Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs professional and supervisory work over professional and technical payroll staff engaged in performing a variety of payroll activities including 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.

DISTINGUISHING CHARACTERISTICS

The Payroll Supervisory is distinguished from the *Payroll Associate*, which 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. The Payroll Supervisor is also 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. Finally, the Payroll Supervisor is 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.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more professional payroll associates and/or payroll accountants.

ESSENTIAL DUTIES

Directs and evaluates the work of professional and technical payroll staff members, provides technical expertise to staff, and establishes section and staff work programs and objectives.

Plans, assigns, and reviews the work of staff members performing a variety of payroll activities and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Trains new staff members in payroll techniques and methodologies, orients staff with appropriate laws, policies, regulations, and procedures, and ensures that work conforms to standards, regulations, and laws.

Reviews new policy proposals or revisions and makes recommendations about their effectiveness.

Serves on committees and builds and maintains effective relationships with managers and other stakeholders in order to discuss and resolve issues/concerns, exchange information, and recommend changes to improve payroll services.

Ensures that staff prepares comprehensive records, reports, and documentation that complies with standards and requirements.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

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:

Personnel and Human Resources – Knowledge of hiring, classification, benefits, labor relations, negotiation, and federal, state and local employment regulations.

Leadership – Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting) and maintains credibility with others on technical matters.

Organizational Awareness – Knows the organization's mission and functions and how its social, political, and technological systems work and operates effectively within them including the policies, procedures, rules, and regulations of the organization.

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

Interpersonal Skills – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish section's mission. Adapts approach to different people and situations.

Team Building – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

Planning and Evaluating – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, and anticipates potential threats or opportunities.

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

Oral Communication – Clearly communicates and explains organizational policies and work assignments to staff and communicates information to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate area(s).

Conflict Management – Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

Decisiveness – Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out ideas, systems, or policies that affect the section. Legal, public, and financial consequences are generally limited to the area(s).

Problem Solving – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.

Self-Direction – Sets goals, takes initiative in implementing ideas, systems, or policies that affect an area, manages time efficiently, encourages feedback, and invests in self-development.

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.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of lead work functions.

Knowledge of supervisory principles and practices sufficient to be able to contribute to the development of an employee performance plan and document employee performance.

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

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

Knowledge of financial, business, tax, and data analysis techniques.

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:

Bachelor Degree in Accounting, Finance, Business Administration, Public Administration, or a directly related field.

Experience Requirement:

Three years of professional experience implementing and administering payroll regulations and policies.

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:

Completion of the Career Service Authority supervisory training courses prior to the completion of the probationary period.

By position, requires a valid driver's license.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 11/23/2008

ESTABLISHED BY: Melissa Palmer

REVISED DATE:

REVISED BY:

CLASS HISTORY: This is a new class.