



Payroll Specialist

Department: Payroll
FLSA Status: Non-Exempt
Grade/Level: Intermediate

Job Status: Full Time
Reports To: Chief Operating Officer
Amount of Travel Required: Limited, as required

POSITION SUMMARY

Serve as the primary contact for all client and employee inquiries related to payroll-related services. Provide excellent customer service to clients and employees. Perform all activities required for the timely and accurate delivery of payroll and related client services. Assist clients and employees with their questions relating to payroll, taxes, reports, benefits, general ledger, and other payroll & human resource matters. Exercise professional judgment when resolving client issues using effective problem solving skills supporting client satisfaction and retention goals. Engage appropriate staff in formulating client service responses and solutions. Continue to develop payroll and HRIS skills. Maintain currency on all federal and state payroll rules and regulations.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Provide best in class customer service.
- Process client payroll according to required timelines and pay dates.
- Be accountable and responsible for all aspects of quality service for clients.
- Provide accurate information on payroll and tax-related issues.
- Prepare and oversee the preparation of a variety of payroll related documents (e.g. invoices for clients, retirement plan transfers, payroll registers, stop payments, W-2's, workers' compensation, etc.) for the purpose of documenting activities and issues; meeting compliance requirements, providing audit reference, and meeting client expectations.
- Research and resolve discrepancies in client payroll information, reports, and documentation.
- Verify payroll related information (e.g. time sheets, direct deposits, wage attachments, benefits, etc.) for the purpose of ensuring accurate distribution of client funds and payroll.
- Ensure the processing of new hires, temporary workers, transfers, promotions and terminations is accurate and timely.
- Keep abreast of HiHR's services, HRIS and software changes, and changes in wage and tax law.
- Respond to written and verbal inquiries from clients and employees for the purpose of providing information and/or direction.
- Serve as a content area resource for solving client issues and recognize when an issue must be escalated to executive management for resolution.
- Maintain a team orientation in dealing with fellow staff.
- Perform other related duties, as assigned by management, for the purpose of meeting client expectations and ensuring an efficient and effective work environment.
- Work evenings and weekends as required.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Applied Learning - Ability to participate in needed learning activities in a way that makes the most of the learning experience.
- Accuracy - Ability to perform work accurately and thoroughly.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Adaptability - Ability to adapt to change in the workplace.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Excellent oral and written communication and analytical skills required. Must be able to work under time constraints and meet daily, weekly and monthly deadlines

SKILLS & ABILITIES

Education: Associate's Degree (two year college or technical school) and/or equivalent years of related work experience.

Experience: Two to Three of related experience.

Computer Skills

PC, Internet, Calculator, MS Office (Word, Excel, Outlook).

Certificates & Licenses

Previous Training, Certifications, and Education in Payroll and Accounting related curriculum is desired. Degree in Accounting (Associates or Bachelors), related certifications (CPP, CPA) is a plus.

Prepared by: Harry Byerly Date: May 1, 2011

Approval: _____ Date: _____

Employee Signature: _____ Date: _____

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.