

## POSITION SUMMARY

**TITLE:** Payroll Specialist Level II

**DEPARTMENT:** Payroll

**REPORTS TO:** Payroll Manager

**FLSA:**

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### Position Summary

Accountable and responsible for all aspects of quality service for clients. Contacts and assists clients in process of obtaining information for payroll production and tax related issues; verifies totals, responds to/resolves client questions and problems and delivers quality customer service. Participate in conducting training sessions

### Scorecard

- Achieves goals and milestones on position's Scorecard.

### Competencies

- Demonstrates 90% and above abilities on Core Competencies for position.

### Essential Duties and Responsibilities

- Maintains a base of payroll clients relevant to size and complexity on all products.
- Contacts clients daily to obtain payroll data including salary adjustments, special payments, tax allocations and employee deductions and to set schedules,
- Accurately keys all payroll related data necessary to process and meet appointment schedules.
- Maintains a high rate of client retention through quality service.
- Keeps abreast of the payroll processing system and changes in wage and tax laws, and corresponds with federal, state and local tax agencies on behalf of our clients.
- Maintains client files.
- Researches and resolves client/system problems.
- Establishes and maintains a positive working relationship with clients, agencies and coworkers to promote a quality service image.
- Participate in conducting training sessions.
- Communicates information and policies and procedures to clients
- Maintains Priorities List Daily and Ongoing
- Understands office software, equipment, telephone systems and other systems needed to perform position
- Communicates work status, issues and exceptions to supervisor
- More specific Job Duties are outlined in the Position Details, although, these details may change from time to time based on staffing, vacations, new policies and procedures. This document is titled "PDC – Payroll Specialist Level II - Position Details and Checklists – Pink Payroll.xls" and is required to be completed.

- Performs other work-related duties as assigned.

### **Minimum Qualifications (Education, Experience, Skills)**

- Associate's degree (A.A) or equivalent from two-year college or technical school or three or more years of office-related experience and/or training; or equivalent combination of education and experience. College degree is highly preferred.
- Solid understanding of payroll and payroll tax laws is also a must.
- Proven facility in MS Office, data entry and office equipment (i.e. telephone, head set, 10-key or calculator, PC, FAX machine, photo copier)
- Proven facility in customer service, and problem resolution.
- Equivalent combination of education and experience is acceptable.
- Excellent written, oral, and presentation communication skills.
- Excellent organizational, planning, and prioritization skills.
- Excellent interpersonal skills.

### **Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

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This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.



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Reviewed with employee by:

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Manager's Name

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Date

Received and accepted by:

\_\_\_\_\_  
Employee's Name

\_\_\_\_\_  
Date

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