

Job Description

Job Title:	Payroll Administrator
Department:	Human Resources
Reports To:	Payroll Manager
Jobs Reporting:	None
Salary Grade:	USG 5 - 7
Effective Date:	March 2021

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

Accurately calculate, enter and review pay related information in Workday

- Review pay related submissions for completeness and compliance with government legislation, University policy, and established processes and procedures
- Follow up with other teams within HR or campus departments where data is incomplete or non-compliant, or where clarification is needed
- Validate retroactive earnings and deductions, and calculate and validate top-up payments for eligible employees on maternity/parental/adoption leave
- Enter payroll data such as voluntary and involuntary deductions, retroactive pay items not handled by Workday's retro functionality, additional pay items, payments on termination, pre-paid benefit amounts, manual salary transfers, garnishments, special letters, and CPT30 forms

Review and balance the bi-weekly and monthly payrolls to ensure employee pay data is accurate before the pay is confirmed and released

- 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 Workday where necessary, or coordinate with other teams within HR 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
- Produce off-cycle payments or adjustments as required

Process bi-weekly and monthly payrolls from beginning to end in coordination with the Assistant Payroll Manager while adhering to strict deadlines (Senior Payroll Administrators)

- Run all processes in Workday needed to facilitate data entry, verification, confirmation and transmittal of the pays

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- Coordinate production and distribution of pay advices, cheques, payroll registers and remittance reports, etc.
- Transmit electronic credit and debit files 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

Communicate with internal and external customers in person, via the telephone and through email

- 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 functional assistance with regard to Workday Payroll self-service features and Time Tracking data entry
- Deal with sensitive or personal information in a confidential and professional manner
- Confer with, or escalate matters to, senior level team members as appropriate

Other duties include, but are not limited to:

- Prepare cheque requests for government remittances, garnishments, general deductions, etc., and forward to Finance
- Process pay reversals and adjustments in Workday to maintain accuracy of employee records
- Prepare foreign fund payments for processing in coordination with Finance department
- Prepare and file Records of Employment (ROEs) electronically 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 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
- Look for continuous improvement opportunities related to efficiency and payroll best practice and bring forward to Payroll Manager
- Special projects as assigned

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- 2-3 year post-secondary education in business accounting or similar course of study
- Has attained, or is working towards, Canadian Payroll Association Payroll Compliance Practitioner certification (PCP)
- Must be willing to participate in professional development in order to keep a breast of changes in the field and maintain certification once attained

Experience

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- 2-5 years of progressive payroll experience in a large scale, fast paced environment
- Experience in the Higher Education sector preferred

Knowledge/Skills/Abilities

- Strong knowledge of Canadian tax provisions, provincial/federal programs including CPP, EI, provincial healthcare, workers compensation, etc., and provincial employment standards
- Strong customer service, and oral and written communication skills
- Ability to work as a member of a team
- Accuracy and attention to detail in work, proven analytical and problem-solving skills
- Ability to multi-task and prioritize work, at times with conflicting priorities
- Experience with Workday Payroll and Time Tracking or other in-house payroll system
- Intermediate skills in Microsoft Office suite (Word, Excel, PowerPoint, Teams, Outlook)

Nature and Scope

- **Contacts:** Communicates with team members and others in HR on a regular basis to ensure efficient workflow and timely completion of tasks. Works with a diverse group of constituents. Communicates internally with customers across all areas (Faculty, Staff, Non-faculty, CUPE, OPSEU, students, casual employees) and campus departments to obtain information where clarification is needed, to answer inquiries, to provide guidance, or to resolve payroll related issues. Communicates externally with government agencies (i.e. Service Canada, Canada Revenue Agency), the university's bank (TD bank), and others to provide/receive information and resolve issues.
- **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 collective agreements. Communicates complex legislative and policy requirements to internal customers. Provides instruction on the use of Workday Payroll and Time Tracking features to the campus community. Although most work is performed independently, close coordination of efforts with the rest of the payroll team and other areas within HR is required.
- **Decision-Making Authority:** 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.
- **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 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. Will deal with sensitive situations.