

Job Description

Job Title:	Payroll Manager
Department:	Human Resources
Reports To:	Director, Total Compensation
Jobs Reporting:	Assistant Payroll Manager, Payroll Administrators, Payroll Accounting Assistant (6)
Salary Grade:	USG 12
Effective Date:	November 2020

Primary Purpose

The Payroll Manager oversees all functions related to the delivery of compensation (domestic and international) and corresponding payroll services in adherence with strict deadlines and in accordance with government legislation and University policy and procedures. In collaboration with Director, Total Compensation participates in special projects to ensure effective, efficient, and compliant payroll practices are developed and maintained; contributes to the achievement of Human Resources' departmental goals and professional services delivery.

Key Accountabilities

Remain Current and Conversant with Compliance Requirements, Trends, and Best Practices

- Maintain awareness of legislation, regulations, and standards related to payroll in order to ensure compliance within area of responsibility
- Maintain awareness of best practices and emerging issues related to payroll
- Participate in professional development to aid in ongoing knowledge and skills acquisition
- Provides senior level payroll expertise, advice and guidance to all University stakeholders (Employee, Management, Leadership, Committee) in complex and sensitive matters and policy interpretation related to payroll
- Support the creation of, and give feedback on, policies and guidelines affecting payroll, ensuring compliance with government legislation

Manages the Effective and Accurate Execution of Payroll

- Oversee the administration and processing of all aspects of payroll for the University, ensuring payroll is delivered accurately and on-time through monthly and biweekly standard cycles, with off cycle payments as required
- Provide final sign-off to monthly and year-end processing and filing, ensuring completeness and compliance with strict deadlines; oversee the coordination of year-end reconciliation of government remittances (i.e. CPP, EI, Income Tax, WSIB, EHT) with HR Financial Officer
- Develop and maintain all payroll processes/procedures and documentation, focusing on best practice, compliance and continuous quality improvement
- Coordinate training of payroll team to ensure consistent application of University policies and standard operating procedures and compliance with legislative requirements
- Manage the payroll team, providing guidance and direction when higher level issues arise, and ensuring standard procedures are followed and service standards are achieved
- Ensure all complex, unique, and sensitive issues are investigated and resolved, working with external entities (i.e. CRA, Service Canada, auditors, consultants, etc) and campus partners or other HR colleagues as required

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- Participate in audits, providing support to the Assistant Payroll Manager and HR Financial Officer and acting as primary contact when necessary; design and implement internal controls to meet audit requirements; coordinate with HRPT team to design and obtain audit reports in Workday as required to support the payroll function
- Continuously leads the analysis, measurement, review, development, and implementation of effective and efficient processes, practices and system capabilities to govern all payroll activities to ensure quality and consistency and delivery against defined targets

Support the Effectiveness of the HR/Payroll System Application

- As the Subject Matter Expert for the payroll and time tracking modules in the HR/Payroll system (Workday), work with HRPT and IST Teams to:
 - Define requirements in accordance with the University policies and legislative requirements;
 - Test configuration changes to ensure achievement of requirements;
 - Evaluate and test the system and ongoing releases/updates on an ongoing basis to ensure functionality achieves requirements;
 - Ensure appropriate controls are in place to maintain system security; and,
 - Request that access be granted or restricted, as needed.
- As the Payroll Manager, work with HRPT, IST, and all HR users of Workday, to ensure the system's configuration allows for accurate and compliant payroll processing; identify issues that are impacting the effectiveness, efficiency, or accuracy:
 - Identify upstream issues that are impacting payroll processing (e.g. pending events, missing information, timeliness of approvals, etc)
 - Provide suggestions (data, coding, processing, configuration) suggestions that might be viable solutions to address and resolve the production issues
 - Support the testing of such configuration changes to ensure achievement of requirements
- Support the Assistant Payroll Manager with working with departments on campus to resolve integration and data issues (e.g. Finance, Student Accounts, Alumni, Plant Operations, Food Service, etc)
- Train and educate the Payroll team on processes within the Workday application on an ongoing basis; cooperate with other teams to ensure understanding of payroll requirements

Communication of Payroll Processes to all Stakeholders

- Ensure all communication material is current, accurate, and understandable by stakeholders
- With assistance from the payroll team, prepares and presents information at sessions
- As necessary, meets or corresponds with employees who have complex payroll questions and answers all their questions
- Assist HR Partners as needed in preparing severance packages and meet or correspond with terminated employees who have been given severance packages to explain payroll implications
- Oversee preparation of reports, as well as past trends and special analysis to University stakeholders
- Develops and implements appropriate and effective communication processes and approaches to meet and exceed the needs of various stakeholders

Ensure the Effective Utilization, Deployment, and Development of Staff

- Define and communicate internally set payroll standards and procedures to ensure quality and consistency of services delivered
- Deploy staff to most productively meet department goals and objectives in area of responsibility
- Coach, train and develop employees to assure growth and development of those individuals

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- Conduct annual performance appraisal and conduct regular reviews with direct reports; ensure adherence to annual process within the payroll team
- Approve and control the hiring, staffing, promotion, discipline and termination of payroll employees
- Monitor and schedule vacations, overtime and other absences for the payroll team and redistribute work as necessary to ensure customer service levels are maintained

Other duties as required

- Participates in HR cross functional review of processes and procedures to provide payroll impacts, especially Workday configuration considerations
- Resource to the Provost's Advisory Committee on Staff Compensation (PACSC) and other employee relations committees, and provides consultative assistance to campus managers on payroll related matters

**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

- Three-year Post-secondary education (university degree preferred) in Commerce, Human Resources, or similar course of study
- Canadian Payroll Association Certified Payroll Manager (CPM) certification required

Experience

- 7-10 years of progressive payroll and management experience in a large scale, fast paced environment with a proven track record of achievement and success within the Payroll field
- 2-3 years of experience in the Higher Education sector preferred

Knowledge/Skills/Abilities

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

Nature and Scope

- **Contacts:** Communicates with Payroll team to ensure tasks are completed and deadlines are met. Keeps Director, Total Compensation informed of any issues requiring/under investigation. 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, or to resolve escalated payroll related issues. Works with HRPT and IST teams to develop and maintain the effectiveness of Workday and

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ensure adherence to the established processes and controls. Communicates externally with government agencies (i.e. Service Canada, Canada Revenue Agency), the university's bank (TD bank), the university's auditors (Deloitte), and others to provide/receive information and resolve issues.

- **Level of Responsibility:** This position is responsible and accountable for the overall results of the payroll team, ensuring that all processes and procedures are compliant and meet defined quality and service objectives. Works collaboratively with Director, Total Compensation to develop and initiate campus wide and department specific initiatives to ensure regulatory and compliance needs are met. Job has specialized skills and is the authoritative source for payroll issues. Requires minimal supervision, and provides direct supervision to others.
- **Decision-Making Authority:** Responsible for establishing the priorities of the payroll team and for developing and implementing best practices, including the supporting payroll system (Workday).
- **Physical and Sensory Demands:** Moderate sensory demands typical of a senior management position operating within a very busy customer focused office environment with constant interruptions.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a senior management position in a regular office environment. 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.