

Job Description

Job Title:	Payroll and Exam Coordinator
Department:	School of Accounting and Finance
Reports To:	Administrative Supervisor and Course Scheduler
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	May 2019

Primary Purpose

The Payroll and Exam Coordinator manages the casual payroll requirements for the School of Accounting and Finance and is the Timekeeper/Campus Partner for the Workday payroll system. The coordinator works closely with the Administrative Supervisor and Course Scheduler on exam administration including hiring proctors, training, scheduling and supervising the exam process. The coordinator assists students, staff and faculty members with general enquiries and assists with the day-to-day responsibilities of the program office. The Coordinator must have a general understanding of the undergraduate and graduate rules. Due to the nature of the role, the Coordinator will encounter confidential information and situations that will require tact and discretion.

Key Accountabilities

Workday Timekeeper and Campus Partner

- Manage the hiring and Workday entry for all casual/coop student payroll requirements in coordination with Human Resources guidelines and deadlines.
- Review pay related submissions for completeness and compliance with University policies, SAF accounting protocols and obtain all necessary approvals.
- Process bi-weekly payroll for graduate students, proctors, markers, research and tutorial assistants.
- Ensure accuracy of entry by producing and analyzing Workday reports.
- Liaise with Human Resources as the SAF Timekeeper and Campus Partner for Workday and HR-payroll related issues
- Support Workday onboarding procedures and explain to others who may have little or no understanding of payroll
- Deal with sensitive data or personal information in a confidential and professional manner
- Provide payroll reporting for budgeting purposes
- Escalate matters to senior SAF team members or HR as needed

Exam Administration

- Manage the implementation of all midterms and final exams, adhering to all uWaterloo exam policies and procedures.
- Manage the assigned seating plans for all SAF exams.
- Arrange and lead proctor meetings with faculty members prior to each exam.
- Liaise with the AccessAbility Services Office for all exam accommodations.
- Act as the SAF exam representative and maintain a close working relationship with the Registrar's Office.
- Ensure the secure handling of exam materials and storage.
- Recruit, hire, train and schedule proctors to administer exams using assigned seating.

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- Manage proctor relationship, address attendance issues and ensure exam proctor coverage.
- Resolve all proctor-related issues including conduct and professional behaviour.
- Manage the proctor payroll process.

Purchasing

- Order and monitor SAF supplies within budget limitations.
- Manage all administrative office orders that go through procurement or P-Card.
- Adhere to all Finance-related policies regarding purchases.
- Reconcile P-Card transactions to statements on a monthly basis and maintain supporting documentation for internal audit purposes.
- Process procurement requests through Unit4 and maintain supporting documentation.

Administrative Office Support

Back up and assist with the following duties:

- Customer service support and general assistance to all internal and external enquiries.
- Common duties pertaining to ordering supplies, booking rooms and maintaining AV equipment.
- Manage facilities issues for building and classrooms, reporting to Plant Operations and preparing work orders, including repairs of furniture, AV equipment and asset disposal.
- Responsible for daily security of administrative areas, locking/unlocking doors each day
- Receive and distribute all mail and prepare outgoing courier through online shipping systems.
- Maintain confidential storage and disposal of files and exams according to retention policy.
- Update signage for offices, mailboxes and bulletin boards.
- Coordinate departmental recycling initiatives.
- Provide administrative support for special projects and all SAF program requirements and other duties as required by unit.

**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

- College or other post-secondary education in Business Administration, or equivalent combination of education and experience.

Experience

- Two or more years of front line reception, customer service or administrative experience in a complex, dynamic environment. Experience in an academic environment an asset.

Knowledge/Skills/Abilities

- Strong customer service skills to respond to diverse inquiries independently and provide accurate information in a concise manner
- Able to develop and maintain effective working relationships
- Strong oral and written communication skills
- Accuracy and attention to detail
- Proven analytical and problem solving skills
- Ability to set priorities and handle multiple deadlines
- Intermediate skills in Microsoft Office suite, including creating excel formula and data management
- Experience with Workday payroll system and general payroll knowledge

Nature and Scope

- **Contacts:** Communicates internally with staff, students and faculty members within the School of Accounting and Finance, university service departments such as Human Resources, Registrar's Office, Plant Operations and other members of the UW community and externally with incoming enquiries in SAF Program Office.
- **Level of Responsibility:** This position works independently with minimal supervision to organize and prioritize daily work tasks. The incumbent must possess good judgement, initiative and flexibility to adapt to competing tasks with varying deadlines. Must be able to respond independently to inquiries that are specific in nature and require a thorough knowledge of procedures to ensure compliance with government legislation, university policy and payroll system. Provides clarification, support and guidance for payroll related submissions, inquiries and related issues. Deals with sensitive or personal information in a confidential and professional manner. Periodically called upon for to speak at information dissemination events. Able to work under challenging priorities and time constraints. This position requires a strong work ethic, accurate attention to detail and ability to maintain confidential information in accordance with the Privacy Act.
- **Decision-Making Authority:** This position contains complex and non-routine issues requiring self-directed decision making with occasional consultation with senior management. Independently recruits, hires and trains proctors to support and invigilate exams. Schedules proctor meetings required for both faculty members and proctors and provides direction regarding exam policy and procedures. Independently investigates and resolves all pay related issues, providing information and explanations to those involved. Monitors and orders supplies as determined.
- **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. May include occasional lifting of 30-40 lb. copy-paper boxes. May be required to stand for long periods during exam proctoring.
- **Working Environment:** Office based with moderate exposure to distressed customers. Regular interruptions and changing priorities related to urgent customer inquiries. May include occasional evening or weekend work as required.