MAJOR FUNCTION

This is high-level administrative and technical work supervising the payroll process (active and retiree) and providing direction, guidance, and oversight in an assigned area, for the development, implementation and maintenance of the City's payroll and timekeeping systems, and associated payroll application modules, programs, policies, and procedures that serve the City's workforce. Functions as a strategic partner to the department to ensure that the payroll system, and associated application components' functionality and outcomes align with the mission, vision, and objectives of the City of Tallahassee. Work is performed under the direction of the Payroll Supervisor, who outlines areas of responsibility. Work is reviewed through conversations, observations, meetings, and by results attained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

This position supervises payroll staff and ensures payroll is prepared timely and correctly. Trains, monitors, coordinates, and supervises staff engaged in day-to-day accounting processes and ensures their adherence to acceptable accounting and reporting guidelines and standards. Serves as a subject matter expert (SME) for all ongoing activities (including support, files maintenance, coding, and table management) related to the availability, integrity, and confidentiality of employee information as well as maintaining standardization of the City's payroll and timekeeping systems. Collaborates with users to provide technical support; solicits ideas for system improvements; and ensures adoption and ease of use. Creates and maintains the Payroll-SharePoint site by building Frequently Asked Questions (FAQs), drafting major communications/distributions, managing continuous improvement planning, and conducting the ongoing review of progress. Initiates the creation of step-by-step user guides; oversees the review of training materials ensuring their accuracy; provides tool training and user support/coaching as needed. Responsible for system testing for releases and upgrades to ensure compliance with federal, state, and local laws, including software patches and upgrades as required. Functions as the system contact person for Payroll. Provides ad-hoc absentee analysis and proper mapping within the City's payroll and timekeeping systems analytics tools. Investigates root cause for validation and import errors, and provides action steps to department administrative support staff to resolve. Runs reports to monitor and audit timekeeping entries and edits. Ensures adherence to regulatory agency and compliance standards for all sites. Uses tools to make payroll and timekeeping systems configuration changes when necessary. Tests enhancements to verify functionality prior to end-user testing. Functions as the project leader for system adjustments or new implementations. Provides PeopleSoft System – the City's Enterprise Resource Planning System – support by serving as Payroll liaison for the City's payroll and timekeeping systems modules. Provides reporting support to Payroll team representatives and department managers; runs ad hoc reports as requested. Performs routine quality checks to ensure data accuracy and system health. Performs routine maintenance processes to ensure system accuracy, functionality, and management of exceptions. Develops and maintains detailed documentation of procedures and processes of the role for the purpose of preparing backup support and training for a successor. Responsible for understanding and complying with applicable labor, quality, environmental and safety regulatory considerations. Provides assistance and guidance to department and user staff. Recommends the selection, transfer, advancement, grievance resolution, discipline, or discharge of assigned staff. Conducts performance evaluations. Performs related work as required.

Other Important Duties

Assists in identifying and implementing employee development initiatives. Serves on teams and committees as needed. Attends trainings and conferences. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Thorough working knowledge of payroll and human resources management practices, trends, and issues. Thorough working knowledge of applicable federal and state laws, rules, and regulations. Thorough knowledge of information systems applications, system design and implementation techniques, principles and practices of programming, and project management techniques, as applicable to assigned responsibilities. Considerable working knowledge of integration between the City's payroll and timekeeping systems and PeopleSoft HR systems, or similar enterprise HR systems. Ability to work with mathematical and algebraic concepts such as probability, statistical inference, and forecasting. Ability to apply and analyze concepts such as fractions, percentages, ratios, and proportions to practical situations. Some knowledge of City government, its subdivisions, organizational culture, and administrative procedures. Some knowledge of the principles of supervision. Some knowledge of modern principles and practices of management. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to plan and conduct interesting, informative, and effective payroll programs. Ability to express oneself clearly and concisely, both orally and in writing, make public presentations, and conduct training sessions. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to analyze facts and situations critically and objectively and arrive at sound conclusions. Ability to exercise creativity and flexibility in addressing workforce needs, challenges, and expectations. Ability to operate independently and proactively. Skill in diplomacy and customer service. Skill in problem identification and resolution. Skill in program and personnel management.

Minimum Training and Experience
Possession of a bachelor's degree in accounting, finance, information systems, business or public administration or a related field, and three years of payroll administration experience including two years of experience with payroll and timekeeping systems, or functional experience supporting Enterprise Resource Planning systems; or an equivalent combination of training and experience. A master's degree in accounting, finance, management information systems, or a related field may be substituted for one year of the required experience.

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