



BCGEU POSITION DESCRIPTION

POSITION TITLE: Payroll Supervisor

JOB NUMBER: 190

REPORTS TO: Manager, Payroll Operations

INCUMBENT:

DEPARTMENT: Human Resources

DATE CREATED: December 2015

JOB CLASS: 13-7

DATE REVISED: August 2025

PRIMARY FUNCTION

The Payroll Supervisor is responsible for overseeing payroll administration and preparation, ensuring the payroll department meets operational needs by effectively allocating workloads, monitoring staff scheduling and leaves, and providing training to maintain a well-equipped team for biweekly payroll processing, as well as efficient use of department resources while maintaining exceptional customer service standards.

This role also maintains compliance with established payroll principles, collective agreements, best practices, and standards, as well as the requirements of regulatory bodies such as Revenue Canada, Employment Standards, Pension Corporation, and WorkSafe BC. They are also responsible for system testing and ensuring the accuracy of information required by IT and HRIS.

JOB DUTIES AND TASKS

1. Process bi-weekly payroll, leading the team to review audit reports, identify errors, and ensure timely and accurate completion of payroll.
2. Supervise and coordinate payroll department operations, ensuring source information received is accurate and compliant with collective agreements, legislation and policies.
3. Assess the payroll team workflow to allocate staff resources, increase productivity and ensure adequate coverage for timely, accurate and efficient biweekly payroll processing.
4. Identify improvements, report discrepancies, recommend best practices to the Payroll Manager and assist in the development and implementation of audit and internal controls.
5. Assist the Payroll Manager in recruitment and hiring, including developing selection criteria and conducting interviews.
6. Provide effective leadership and training in setting and achieving established standards in payroll operations.
7. Conduct performance appraisals and provide feedback on work performance.
8. Review records of vacation time, overtime, illness, leaves, absences, and attendance.
9. Approves payroll staff timesheets, schedules and vacation, in consultation with the Payroll Manager.



10. Assess University payroll service needs and recommend improvements to enhance payroll processes such as automation, accuracy and compliance, as well as improving customer service, including improvements to the employee self-service portal, proactive communications about payroll changes, and offering training sessions and updating FAQs on the payroll SharePoint page.
11. Complete payroll system changes and upgrade testing in collaboration with IT and HRIS, and analyze test results to identify errors for payroll system upgrades and changes to ensure functionality and performance. Provide system training to users when required.
12. Identify, analyze, diagnose and resolve employee payroll record issues. Follow up with users and communicate the resolution.
13. Evaluate the need for system & process changes and make recommendations to the Payroll Manager to accommodate required updates from external agencies, collective agreements and/or policies.
14. Develop, maintain and update procedural manuals, forms and processing checklists.
15. Interpret and ensure compliance with collective agreements and regulations governing income taxation, pension plans, Employment Insurance and Workers' Compensation.
16. Responding to employee payroll-related inquiries, providing guidance and direction to Kwantlen employees on payroll issues, and communicating established collective agreement interpretations.
17. Provide information to assist the Employee Relations team on a variety of payroll-related labour issues.
18. Ensure accurate and complete supporting documentation is on file to meet internal and external audit requirements.
19. Exercise due diligence to identify possible misrepresentation and fraudulent information.
20. Identify wage and benefit expense discrepancies and resolve them as required.
21. Initiate and lead projects, which may be confidential, in collaboration with other University departments.
22. Maintain internal and external contacts to provide information regarding payroll policies and procedures.
23. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED:

This position reports to the Manager, Payroll Operations.

SUPERVISION/DIRECTION EXERCISED:

This position supervises between one (1) and six (6) direct reports.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

The role is primarily desk-based and involves working with computers and software. Key responsibilities for information management include:

- **Database Management:** Creating and maintaining accurate employee records, ensuring data integrity, and running reports.
- **Confidentiality:** Maintaining the highest level of confidentiality for all sensitive employee data, including social security numbers, bank account information, and salary details. This involves implementing and enforcing security protocols to prevent unauthorized access.
- **Documentation:** Creating and maintaining clear documentation of payroll procedures, policies, and internal controls.

FINANCIAL RESOURCES:

The core financial responsibility of this role is the **accurate and timely disbursement of employee compensation.**

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrated working knowledge of integrated HRIS and accounting systems.
- Demonstrated knowledge and advanced skills in Microsoft Office applications.
- Demonstrated ability to supervise and ensure team members fulfil their responsibilities.
- Demonstrated ability to work with minimum supervision, establishing priorities and meeting deadlines.
- Proven ability to communicate courteously and effectively in English both verbally and in writing with faculty, staff, administrators, auditors, Ministry and agency officials and the public.
- Proven ability to recognize, analyze and resolve problems.
- Demonstrated effective interpersonal skills, including a demonstrated ability to develop, establish and maintain effective working relationships with a wide variety of University employees and with external agencies.
- Demonstrated ability to compose routine and non-routine correspondence and reports.
- Possession of a valid driver's license and access to a vehicle are required.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- A Payroll Compliance Professional (PCP) designation from the National Payroll Institute, plus completion of at least one year of an accounting/business program at an accredited post-secondary institute;
- Three years of current and relevant post-secondary and union experience;
- Two years of previous supervisory experience in the areas of recruiting, training, scheduling, assigning work and conducting performance appraisals;
- Or an equivalent combination of education and experience.