

POSITION DESCRIPTION

POSITION: Manager, Payroll Operations

DIVISION: Financial Services

DATE: August 2017

DEPARTMENT: Payroll

PRIMARY FUNCTION

This position is responsible for the efficient and effective operation of the Payroll Services Department (the “department”). Under the general direction of the Director, Budget, Planning and Payroll Services, the Payroll Operations Manager will assist with carrying out responsibilities related to the day-to-day operation of the department in accordance with Kwantlen Polytechnic University (the “University”) policies, collective agreement and statutory requirements. In particular, this position is also responsible for leading and managing the Payroll Services team, and the ongoing management, implementation, testing and continuous improvement of the payroll information system. The incumbent will also provide payroll information as required by senior executives and other stakeholders as required.

ORGANIZATIONAL STRUCTURE

The incumbent reports directly to the Director, Budget, Planning and Payroll Services. Reporting directly to this position is the Payroll Support Staff team.

NATURE & SCOPE

The incumbent works closely with the Director, Budget, Planning and Payroll Services in matters related to the delivery of service, compliance, system maintenance, and training both within the Payroll Services department and other areas across the University. This position is responsible for the effective development of HR/Payroll system, for leading and coordinating systems upgrades and process improvement initiatives. The incumbent supervises a Payroll team and is responsible for fostering an environment of collaboration and team work and promotes a culture of service excellence.

KEY RESPONSIBILITIES

Responsible for day-to-day operation and administration of payroll and employee benefits:

1. Ensures that all employee remuneration and benefits are calculated promptly and accurately, and that adequate records to support these payments are maintained.
2. Manages, coordinates and maintains quality control in all payroll and benefits information; this includes planning, administering, retaining and ensuring accuracy of all payroll records in accordance with University and legislative requirements.

3. Oversees preparation, distribution and filing of tax forms, returns and other remittances and ensures that all payments and government reports are disbursed accurately and on a timely basis.
4. Ensures payroll, pension and benefits are administered in compliance with University policies and collective agreements and provincial and federal legislation.
5. Reviews and resolves complex and escalated payroll or benefit related issues or complex queries from employees, administrators or others.
6. Develops, implements and maintains reporting processes and systems to ensure that employees and stakeholders receive accurate and timely financial information.
7. Reviews and approves payroll-related financial entries, reconciliations of payroll accounts and payment of payroll deductions.
8. Manages calendar and fiscal year-end processes.
9. Prepares and analyzes payroll information to determine annual professional development funding and other budget allocations per collective agreements.
10. Prepares monthly, quarterly and other payroll reports for managers and other units.
11. Provides analysis of statistical information and costing estimates for labour negotiations and other requests as required.
12. Reviews working procedures, systems security, policy, statutory requirements and collective agreements regularly to ensure compliance and to identify issues and/or concerns. Provide analyses and recommendations for consideration.
13. Develops, documents, interprets and administers payroll policies, procedures and practices.
14. Exercises signing authority on behalf of the University for payroll remittances.
15. Researches new regulatory requirements, and ensures any impact to process and reporting changes are documented and implemented.
16. Maintains currency in the field by continual engagement in training and professional development.

Manages projects and process improvements in payroll operations and systems:

17. Manages payroll processes to maximize efficiency and use of staff resources.
18. Initiates, recommends, plans and implements changes working towards continuous improvement of systems and procedures while ensuring the integrity and security of all payroll information.
19. Recommends system enhancements to maximize the effectiveness of the payroll, benefits administration and leave management processes.

20. Partners with Human Resources and other units in aligning and implementing changes and controls leading to best-practice operations.
21. Maintains, recommends and ensures data integrity and quality assurance of the payroll system. Documents processes and enhancements precisely and clearly.
22. Participates in the development, testing and enhancement of the payroll system.
23. Leads system testing, implementations and process improvements.

People and talent:

24. Develops and administers the department's staffing resources plan.
25. Attracts and retains Payroll staff by developing and implementing recruitment and selection strategies, providing orientation to staff, and ensuring a stimulating work environment. Sets performance goals and objectives, monitors and assesses performance and employs strategies such as coaching and mentoring as appropriate to enhance performance.
26. Supervises and provides leadership to staff by coaching, guiding and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Initiates and participates in the development, promotion, discipline and termination of Payroll staff according to established University policies and consistent with collective agreement provisions.
27. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Provides effective leadership and direction by establishing priorities and objectives and fostering effective teamwork among team members.
28. Fosters an environment of collaboration and a strong customer service culture. Inspires, motivates and guides team members by fostering commitment, team spirit and trust.
29. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.

Represents the department at internal and external meetings and committees:

30. Partners with Human Resources and other areas within the University to ensure efficient processing and sharing of required information.
31. Consults, collaborates and develops policies and procedures that will impact other departments.
32. Participates in internal and external committees and working groups that affect payroll and benefits management and reporting.
33. Assumes additional responsibilities and duties as assigned by the Director, Budget, Planning and Payroll Services and/or Executive Director, Financial Services.

34. Ensures that departmental budget is planned, prepared and monitored in keeping with overall objectives, policies and procedures. Monitors and analyzes accounts and liaises with the Finance Department to establish efficient accounting and reporting procedures.
35. Performs other related duties as required.

QUALIFICATIONS

- Bachelor's degree in Accounting or Business Administration or equivalent work experience
- A minimum 7 years payroll experience in unionized environment with a minimum of 3 years in a supervisory/management level. A Certified Payroll Manager (CPM) and/or Chartered Professional Accountant (CPA) designation or equivalent experience
- Comprehensive knowledge of payroll regulations, policies, collective agreements, procedures and payroll related tax filings in Canada
- Experience in system implementations and process improvements with an integrated system in a large, complex environment
- Proven ability to exercise tact and diplomacy, confidentiality, and conflict resolution skills
- Proven experience managing multiple projects within a rapidly changing environment
- Strong interpersonal and communication skills (verbal, written and presentation)
- Excellent decision-making, problem-solving, and analytical skills
- Proven organizational, multi-tasking, and prioritizing skills
- Self-directed and motivated
- Successful experience training and managing staff
- Excellent computer skills including advanced proficiency with Excel
- Possession of a valid driver's license and access to a vehicle is required.