#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** Payroll Specialist Supervisor

**Job Number:** X-481 | VIP: 2020

**Band:** EXEMPT-5

**Department:** Human Resources

**Supervisor Title:** Manager, Pension, Benefits & Payroll

**Last Reviewed:**  July 16, 2024

#### **Job Purpose:**

In consultation with the Manager, Pension, Benefits & Payroll and in addition to the duties of the Payroll Specialist, the Supervisor is responsible for coordinating the operation of Payroll services and oversees the Payroll Specialists. Provides consultation to staff and faculty with respect to payroll questions and initiatives. Lead the processing of bi-weekly and pensioner payroll. Working in an environment driven by deadlines, the Payroll Specialist Supervisor liaises directly with employees, managers, and supervisors regarding payroll data. Utilizes the Payroll and Human Resource Information Systems to ensure data integrity and the accurate and timely production of all payrolls and statutory remittances. Respond in a professional and timely manner to all questions/concerns. Remain current with CRA and PCP guidelines.

#### Key Activities:

##### Payroll Operations

* Leads the processes and maintains system profiles for bi-weekly staff, faculty, and students; using knowledge of collective agreements and other compliance requirements to identify and act on issues with documentation (i.e., missing/incorrect information) in order to maintain data integrity.
* Develop and implement payroll best practices and procedures.
* Ensures the effective, efficient, and timely processing of payroll errors and adjustments, calculation and preparation of manual cheques, GL correction and ensuring they are entered in VIP. As well as ensuring the processing of employee deductions (e.g. parking, athletics etc.), Records of Employment and submission to Service Canada.
* Liaises with staff, faculty, students, managers, pensioners, etc. concerning payroll and processing queries as the lead within the Payroll team.
* Effectively manage Payroll reporting requirements, ensuring monthly reports, requisitions for third-party remittances and pension reports are completed.
* Liaise with other Human Resources staff on appointment letters, terminations, maternity/parental leaves, benefits, pensions etc.
* Effectively manage proper payment is calculated and processed for appointment letters, terminations, and maternity/parental leaves.
* Effectively manage the government remittances to CRA under three separate accounts as well as Revenue Quebec for residential pensioners and the Minister of Finance for EHT.
* Effectively manage the staff and faculty records in VIP for internal and external reporting and auditing.
* Provides expertise to colleagues on statutory requirements and reviews and processes termination settlements and MOU/MOA payments.
* Interprets collective agreement language as it relates to payroll and implements changes as result of collective bargaining.
* Effectively manage the production of the General Ledger for delivery to Financial Services.
* Effectively manage United Way, Development Fund, Family Support deductions and requisition of monthly cheques and CRA Third Party Demands and garnishments.
* Liaise with appropriate agencies and bodies to stay up to date with any changes in federal and provincial payroll legislation and regulations. Calculate and communicate, in a timely manner, effects/changes in the payroll legislation.
* Provides guidance to managers when hiring students and/or researchers. Resolves payroll/hiring related conflicts that may arise.
* Effectively manage general payroll & timesheets email accounts, ensuring all messages are actioned in a professional and timely manner. Other projects assigned by the Manager, Pension, Benefits & Payroll.

##### Year-end Reporting

* Effectively manage the year-end process. Manage all payroll year-end functions including balancing and issuing employee tax receipts (T4, T4A, NR4 and Releve’s). Lead the audit resolution of payroll errors and adjustments.
* Effectively manage the monthly and year end balancing/ reconciliations for the Finance Office and Internal/External Auditors.

##### Systems and Processing

* Effectively manage the components of the University’s HRIS system with respect to Payroll and reporting processes with ongoing evaluation to recommend improvements including system changes and development of forms, processes, and procedures.
* Maintains oversight and coordination of payroll processing (biweekly and pensioner pay) as well as ensuring salary increases are entered for all Union and non-Union groups as well as minimum wage increases.
* Recommends changes and updates to the Human Resources, Payroll related section of the Human Resources website.
* Implementation of new processes and requirements, testing, training and promoting new systems functionality.

##### Supervision, Training and Mentoring

* Mentor’s direct reports, providing guidance, training, and assistance where necessary.
* Organizes and assigns regular duties and special projects, assists in the timely completion of job activities, and oversees the daily activity of the team.

#### Education Required:

* Post-Secondary Degree or Diploma from a University or College Business Administration.
* Payroll Compliance Practitioner (PCP) certification.

#### Experience/Qualifications Required:

* Minimum five (5) years’ experience as a Payroll Specialist, Assistant or Administrator.
* Demonstrated leadership or supervision of a team would be desirable, including oversight of payroll staff in a unionized environment.
* Demonstrated ability to work collaboratively within a team environment.
* Exceptional knowledge of provincial payroll legislation and ESA.
* Excellent analytical and troubleshooting capabilities.
* Self-motivated, able to work independently and attention to detail.
* Effective verbal and written communication skills.
* Time management skills with the ability to meet strict deadlines.

#### Supervision:

* Direct Responsibility for:
  + Payroll Specialists (2)
  + Student staff

**Job Evaluation Factors:**

**Analytical Reasoning**

* Well-developed analytical reasoning required to think through problems, assess options, understand processes, communicate results on a diverse range of tasks.
* Responsible for the resolution of complex pay related problems such as call-in or overtime grievances. Assists managers in understanding the complexities of the impact of such policies on rates of pay, interpreting ESA and collective agreements.
* Responsible for implementing the most accurate and efficient processes and procedures to accomplish existing and new payroll tasks.

**Decision Making**

* Use initiative in planning and organizing all work based on general guidance from Director, Pension, Benefits and Payroll regarding overall goals and objectives.
* Resolve technical or administrative problems, referring only unusual problems to senior staff. Determine how problems/solutions will impact operations and determine possible solutions prior to obtaining senior staff involvement.
* Recommend new procedures or changes to existing procedures in order to positively impact Payroll operation and meet CRA and audit requirements, including segregation of duties.
* Evaluate job candidates and makes effective recommendation on suitable hires.

**Impact**

* Impact on the organization is significant and long term. Errors that go undetected may affect recommendations, decisions or actions, leading to a negative impact to the whole organization.
* Areas of potential impact could be in the organization’s reputation as payment delays may adversely impact Trent University’s reputation and relationship with employees, Unions and CRA.

**Responsibility for the Work of Others**

Direct responsibility for the work of others:

* Payroll Specialist x 2
* Student staff

Indirect responsibility for the work of others:

* Ensures errors in the work of others are corrected in the HRIS system ensuring the accuracy and integrity of transactional data.

**Communication**

Internal:

* Financial Services employees – to obtain signatures, discuss unusual situations, GL interfaces, payroll transfers, contract for service T4A’s etc.
* Managers and Admin Assistants for each of the Dean’s Offices – to co-ordinate full-time and part-time faculty payroll changes.
* Faculty, Staff & Students – answer payroll queries and advise on procedures.
* IT Employees – validate requests for email, file access and staff/faculty directory.

External:

* Service Canada – issuing Records of Employment, completing payroll information requests etc.
* Canada Revenue Agency – payment of statutory remittances, taxation queries, year-end tax forms, third party remittances etc.
* Auditors – supply auditors with payroll materials and reports as well as answer queries.
* Superior Court of Canada – remittance of garnishments.
* Family Responsibility Office – remittance of family support payments.

**Motor/Sensory Skills**

* There is a requirement for a high level of precision in motor or sensory skills with some tolerance level. Job duties include keyboarding throughout the day and require dexterity involving attention to detail and accuracy.
* Hearing/Verbal – communicate effectively with internal and external audiences.

**Effort**

Mental:

* Sustained concentration and focus – to complete complex work within tight deadlines and to read and interpret complex documents.

Physical:

* Long periods of sedentary work e.g. keyboarding, working on spreadsheets, inputting and verifying accuracy of detailed information.

**Working Conditions**

Physical Environment

* Repetitive Strain – large volumes of data being processed, causing sore muscles and eye strain.
* Noise – dealing with traffic noise from hallway, especially when a class or thesis defense etc. is taking place across the hall.
* Odors – smelling paint and/or varnish from carpenter shop.
* Temperature – fluctuating temperatures throughout the day.

Psychological Environment

* Demands – dealing with conflicting priorities and deadlines, especially during peak times such as year-end.
* Complaints/criticism – department often criticized – complaints when people do not get paid in a timely manner.
* Confrontation – dealing with difficult people.
* Deadlines – constantly working towards meeting deadlines.
* Interruptions – having to deal with frequent interruptions when having to meet deadlines.
* Stress – overall responsibility of approximately 85% of the university’s budget and ensuring deadlines are met in order to not interrupt an employee’s livelihood.