

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT

(FINANCIAL SERVICES DIVISION – PAYROLL & PENSIONS SECTION – LOCATION – 120 KING ST. W., 9th FLOOR)

SUPERVISOR, PAYROLL

SUMMARY OF DUTIES

Under the general direction of the Manager, Payroll & Pension is responsible for leading, supervising and motivating Payroll staff and ensuring the timely and accurate payment of earnings to employees while ensuring compliance with Federal/Provincial statutes, collective agreements and policies/procedures.

Accountable for establishing and achieving sectional goals and objectives through the effective and efficient use of financial and staff resources. Uses a 'best practices' approach in developing and delivering quality services in a timely and cost effective manner. Instills a customer service focus in the section.

Evaluates and reports on the section's service, financial, administrative and staff performance. Recommends and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

GENERAL DUTIES

Supervises, hires, trains, and disciplines Payroll staff. Including monitoring and evaluating staff performance, and providing the appropriate training, coaching, and resources to develop the necessary skills and performance attributes in line with business and personal development needs.

Approves requests for time off and monitors absences according to corporate guidelines to ensure appropriate service levels.

Oversees and coordinates the daily activities related to all payroll processing functions such as, retroactive payments, garnishments, WSB and LTD advances, absence docking, ROEs, recovery of overpayments, corrections for underpayments, remittances for withholdings, file transmission to third parties, etc.

Reviews and approves weekly payroll direct deposits files and off cycle direct deposit adjustments, cheque requisitions for withholdings, journal vouchers and account reconciliations.

Operates as the subject matter expert and escalation point to resolve issues from direct reports, as well as from internal and external customers.

Ensures all processes are documented, updated and reviewed with staff to ensure consistency and compliance in payroll processing.

Interprets and analyzes the impact of changes in payroll legislation. Recommends and implements appropriate revisions to business processes and policies and procedures as required.

Recommends and implements administrative changes and/or enhancements to ensure maximum effectiveness and efficiency of payroll service by reviewing operations and leveraging industry best practices.

Liaises with Federal/Provincial staff on issues related to taxes, garnishments, employer health tax, T4/T4a, taxable benefits etc.

Assists in the preparation of the annual sectional budget and quarterly budget variance analysis.

Develops the year end plan for the section to ensure that all federal, provincial as well as internal accounting deadlines are met.

Determines annual goals and objectives for the section including monitoring the operations and projects, and reports progress to Manager.

Responds to internal and external audit inquiries.

Performs special analysis and other duties as assigned which are directly related to the responsibilities of the position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Ensures the employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

QUALIFICATIONS

1. Must have advanced knowledge of payroll administration and principles normally acquired through extensive work experience or by acquiring a University degree or College diploma in Business or Human Resource Management or related field with relevant work experience in a Payroll environment.
2. PCP or CPM professional payroll designation, or within two courses from completion.
3. Extensive payroll experience in a multi unionized environment, with demonstrated experience in a leadership or supervisory role.
4. Excellent people skills including the ability to mentor, coach and influence team members.
5. Previous experience working with an in-house computerized HR/Payroll system, preferably Oracle (Peoplesoft).
6. Advanced knowledge of legislation related to payroll administration including but not limited to Income Tax Act, Employment Standards Act, Employment Insurance Act, Canada Pension Plan, Wages Act, and the ability to research information as required.
7. Must be able to interpret legislation governing payroll with demonstrated ability to communicate and implement required changes to ensure compliance.
8. Demonstrated mathematical aptitude, problem solving skills with solid understanding of payroll accounting.
9. Ability to operate under tight time restrictions.
10. Advanced skills in Microsoft Office (Word and Excel) and high aptitude for learning, retaining, and using new computer software.
11. Strong attention to detail, and the proven ability to take initiative, make independent decisions, exercise sound judgment, develop creative solutions and meet deadlines.
12. Excellent interpersonal, communication and decision-making skills and the ability to deal diplomatically with all levels of management, staff, elected officials and the public.

13. Ability to maintain the highest level of discretion, diplomacy and confidentiality; ability to maintain composure and handle multiple conflicting priorities in a fast paced environment.