

Job Class Profile: Public Service Payroll Specialist**Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	2	4	4	4	3	4	2	
Points	187	67	13	19	120	87	62	86	21	662

JOB SUMMARY

The Public Service Payroll Specialist is responsible for ensuring the efficient and effective leadership and coordination of the Central Control Unit.

Key and Periodic Activities

- Plans, oversees and directs the overall operation and administration of the Central Control Unit and the work of payroll officers including supervising officers, approving requests for leave and participating in work performance issues.
- Provides direction to the Officers on payroll issues, workflow, processes and procedures and prioritization of workload.
- Acts as team leader in providing support with regards to setting workflow priorities and ensuring work is completed within specific time frames, is all-inclusive, and is compliant with applicable legislation, collective agreements, policy or procedures.
- Monitors and analyzes workflow productivity and quality. Performs audit/compliance work in conjunction with the payroll system and includes verification of information keyed into the online payroll systems to ensure all employees are paid correctly and on time.
- Coordinates T4 preparation and performs reviews for accuracy and compliance.
- Maintains contact with employees within the Compensation and Benefits Division and at all levels within the public service including Treasury Board, Strategic Human Resource Management Divisions, Pensions Division and Insurance Division, as well as, significant contact with external stakeholders such as Desjardins, Canada Pension, Human Resources Development Canada, Workplace Health and Safety Compensation Commission, union offices and with the general public.
- Ensures proper execution of federal and provincial legislation, government's policies and procedures by accurately advising staff regarding interpretation and application. Understands the interrelationships, similarities and complexities between federal and provincial legislation, collective agreements and corporate policies and procedures. Ensures consistency of practice and procedures and makes recommendations for new concepts and procedures.
- Under the direction of the Manager, conducts investigations where there is an indication of non-compliance of legislation, regulations or policy/procedures and makes recommendations.
- Coordinates and ensures accuracy of changes required to payroll system (i.e. mass edits, table changes, creation of new tables).

Key and Periodic Activities

- Attends meetings, performs research and other related administrative work including special projects as required.
- Responds to requests and prepares reports for senior management and/or executive.

SKILL

Knowledge

General and Specific Knowledge:

- Specific knowledge of various programs and policies such as collective agreements, insurance administration, pension plans, federal government regulations (i.e. compensation and employment acts).
- Payroll software systems.
- Theories and concepts of financial management and internal controls
- Financial Administration Act

Formal Education and/or Certification(s):

- Minimum: Post-Secondary Degree or Diploma (Business, or Accounting)
- Additional: Canadian Payroll Association Certificate.

Years of Experience:

- Minimum: 4-5 years

Competencies:

- Leadership skills
- Strong problem solving and analytical skills
- Uses various computer software programs such as spreadsheets, word processors, databases, and payroll software programs.

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening, asking questions of employees and supervisor; providing routine information and direction; providing advice and guidance; dealing with angry or upset individuals; and to be tactful and discreet in dealing with sensitive and confidential information.
- Communication occurs with employees within immediate work area as well as employees within and outside the organization.
- Most significant contacts are human resource consultants, department managers, employees and external stakeholders such as Desjardins, Canada Pension, Human Resources Development Canada, Workplace Health and Safety Compensation Commission and union representatives. Interactions include: dealing with payroll issues for employees on a daily basis, preparing information for reports and presentations, and providing advice and counselling to others.

EFFORT

Physical Effort

- Work demands do not result in considerable fatigue requiring periods of rest.
- Occasionally required to lift files, supplies, etc. weighing less than 10 lbs.
- Work provides the opportunity to occasionally stand and walk within the office environment.
- Constantly required to perform fine finger/precision work while sitting at the computer processing payroll, answering the phone, etc.
- Occasionally required to bend and stretch while performing general office procedures (i.e. retrieve and return files, answering telephones, photocopying, etc.).

Concentration

- **Visual concentration** is constant while maintaining employee information in the payroll system. Work requires considerable concentration during constant data entry, generating payroll data reports, and researching documents and files.
- **Auditory concentration** is constant and typically involves listening to employees while providing payroll information or addressing inquiries; or while receiving directions from supervisor.
- Work is constantly impacted by **interruptions and multiple time pressures/deadlines** with a **lack of control over work pace** (i.e. biweekly payroll deadline).
- **Exact results and precision** are required when completing payroll documentation and maintaining employee files.

Complexity

- Work typically involves tasks that are similar, well defined, requiring the use of similar knowledge and skill sets.
- Work tasks relate to the coordination of the Central Control Unit and include supervisory responsibilities as well as audit/compliance work.
- Problems tend to be simple requiring obvious solutions using standardized procedures and guidelines. Occasionally challenges exist where practical solutions must be found (i.e. an employee has been incorrectly paid or improper deductions have been made). Most typical challenge or problem would be errors in the employee benefit banks.
- Co-workers, policies, procedures and guidelines exist to assist and address issues and challenges.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are generally prescribed and controlled.
- Decisions can be made when adjusting benefits banks, arranging for recovery of overpayments, etc.
- Requires supervisor's approval for issues that arise outside standard policies and procedures, travel approval, changes to payroll policy or procedures.
- Work tasks involving the release of confidential information are completed using discretion and independent judgment.

Impact

- Impacts generally affect immediate work area, department, outside the organization and on

clients/general public.

- Work activities impact information, processes, systems, finances, human resources, and the government image.
- Consequences of errors would have a significant impact on individual employees' finances and benefits. These consequences are mitigated by existing policies and procedures as well as controls exercised over the position.
- Work is typically guided by policies, procedures and past practice with direction from a supervisor when required.

Development and Leadership of Others

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a small size work group of employees (1 to 4 employees).

WORKING CONDITIONS

Environmental Working Conditions

- Does not require any special precautions or safety equipment.
- Limited likelihood of minor cuts, bruises, abrasions or minor illnesses.
- Typically works in an office or open office environment where employees may occasionally experience unusual/distracting noise, glare from computer monitors and lack of privacy.