Job Class Profile: Payroll Clerk III

Pay Level: CG-29  Point Band: 622-675

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JOB SUMMARY

The Payroll Clerk III performs specialized clerical and/or supervisory work in the computation, verification and maintaining of payrolls, leave and related records for employees within government departments or agencies.

Key and Periodic Activities

— Co-ordinates the processing of all payroll information (i.e. adhering to all deadlines, providing lead direction to timekeepers, providing advice and guidance, providing policy and guideline interpretation, etc).
— Monitors the work of payroll staff in the efficient performance of payroll functions.
— Updates all adjustments and changes to employee master files (i.e. establishing garnishments from other agencies and monitoring the repayment, extended leave, insurance eligibility, pension eligibility, etc).
— Issues various payments and benefit adjustments (i.e. ensures employees benefits are not overdrawn, pays travel claims, locums, annual leave, etc).
— Provides external agencies with required financial information.
— Performs salary adjustments as needed (i.e. retroactive payments for changes in collective agreements, grievances, special contracts, etc).
— Consults with employees and managers to resolve payroll disputes.
— Initiates Workers Compensation claims in the payroll system.
— Produces, sorts, and distributes all cheques and direct deposit slips as required.
— Ensures all payroll deductions balance with the General Ledger as required.
— Prepares cheque requisitions for biweekly and monthly deductions to be paid through Accounts Payable.
— Assists staff complete and balance year end benefit banks.
— Liaises with external agencies (i.e. Revenue Canada, Pensions Division, Service Canada, Unions, etc.) as required.
— Provides relief for other Payroll Clerk III’s when necessary.
— Trains new payroll staff on electronic system as needed.
### SKILL

#### Knowledge

**General and Specific Knowledge:**
- Comprehensive knowledge of collective agreements, pension plans, federal government regulations (i.e. compensation and employment acts).
- Payroll software systems.

**Formal Education and/or Certification(s):**
- Minimum: 2-Year Post Secondary Diploma (Business or Accounting)
- Additional: Completion of Canadian Payroll Association payroll courses.

**Years of Experience:**
- Minimum: 2-3 years

**Competencies:**
- Follows specific procedures and guidelines and able to apply established techniques to complete activities.
- Proof-reads, edits and formats a variety of documents.
- Writes simple letters, memos and other documentation.
- Uses 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; remaining calm when dealing with angry or upset individuals; gain the cooperation of others to complete work tasks and to be tactful and discreet in dealing with sensitive and confidential information.
- Communication occurs with employees within the immediate work area and the organization as well as clients on a daily basis. Interactions include: dealing with payroll issues for employees on a daily basis, providing policy and guideline interpretation, preparing information for reports and presentations and providing advice and counselling to others.
- Most significant contacts are human resource consultants, departmental managers and employees/clients.

### EFFORT

#### Physical Effort

- Work demands do not result in considerable fatigue requiring periods of rest.
- Occasionally is required to lift files, supplies, etc. weighing less than 10 lbs.
- Constantly required to perform fine finger/precision work while sitting at the computer processing payroll, answering the phone, etc.
- Work provides the opportunity to stand and walk within the office environment.
- 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, during data entry, while 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.

— **Interruptions and multiple time pressures/deadlines** exist with a lack of control over work pace (i.e. biweekly payroll deadline).

— **Exact results and precision** are constantly required when completing payroll documentation and maintaining employee files.

— **Eye-hand coordination** is required for the use of a computer.

### Complexity

— Work typically involves tasks that are quite different but allow for the use of similar knowledge and skill sets (i.e. coordinating a payroll function, processing payroll, policy and guideline interpretation).

— Problems tend to be simple with obvious solutions using standardized procedures and guidelines.

— Most typical challenge or problem would be errors in the employee benefit banks, balancing payroll, ensuring payroll functions effectively and on time to meet deadlines.

— Challenges exist where practical solutions must be found (i.e. an employee has been incorrectly paid or improper deductions have been made).

— Provides policy and guideline interpretation regarding payroll and benefits to managers and employees.

— Co-workers, policies, procedures and guidelines, collective agreements 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.

— Responsible for the coordination of all payroll functions (i.e. adhering to guidelines and deadlines, providing lead direction to timekeepers, guideline and policy interpretation).

— Requires supervisor’s approval for issues that arise outside standard policies and procedures, travel approval, changes to payroll policy or procedures.

— Independent discretion and judgement is utilized when work tasks involving the releasing of confidential information are completed and calculating salary overpayments.

### Impact

— Impacts generally affect immediate work area, department/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

— Responsible for the direct and ongoing supervision of staff 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.

— No unusual adverse environmental conditions exist

— Typically works in an office or open environment where employees may occasionally experience unusual/distracting noise, glare from computer monitors and lack of privacy.