

Involuntary Deductions Associate

Position Summary

The Involuntary Deductions Associate role is responsible for providing leading payroll Involuntary and garnishment deductions and garnishment administration on behalf of the University of Virginia and Health System. This position is directly responsible for processing, reviewing, and interpreting court orders and legal documents related to the withholding requirements of the issuing jurisdiction. In addition, the Involuntary Deductions Associate will provide agency responses to withholding orders, address employee inquiries with a focus on providing a high-quality customer service experience, and review payroll garnishment deductions for accuracy. The incumbent will report to the Manager, Payroll Services and will not have any direct reports.

Responsibilities and Duties

- Receive, review, interpret, and administer wage withholding orders
- Receive mail and deliveries from process servers
- Provide responses to inquiries as required
- Maintain priority order of deductions
- Audit payroll results in each pay cycle to ensure accuracy of deductions
- Interact with garnishing agencies, employees, and payroll resources as required
- Maintain confidentiality and documentation
- Responsible for maintenance of deduction codes relative to garnishments
- Continually seek opportunities for innovation and process improvements
- Key support resource in third-party vendor relationships

Functional Area Outcomes

- Provide accurate payroll tax data
- Deliver exceptional customer experience, resulting in high customer satisfaction
- Manage responsive, accurate, and timely resolution for common Payroll tax inquiries
- Ensure secure handling of confidential information

Knowledge, Skills and Abilities

- Commit to best in class customer service experience for the University and Health System
- Possess strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Proficiency with new technologies
- Commit to continual process improvement
- Possess a positive, team-oriented approach to service delivery
- Navigate, interpret and articulate complex policies and procedures

Required and Preferred Qualifications

Required Experience: 2 years of relevant experience

- Experience in interpreting and calculating various types of withholding orders
- Strong written and verbal communication skills

Preferred Experience:

- Experience with Workday Payroll or a similar HRIS SaaS system
- Demonstrated strong attention to detail, analytical acumen, intellectual curiosity, creativity, a proven work ethic, and good communication skills

Required Education: Bachelor's degree

Required Computer Applications: Microsoft Office

Preferred Computer Applications: Workday or other SaaS-based HRIS software

PAYROLL MARKET RANGE

Minimum: \$36,150

Midpoint: \$46,987

Maximum: \$57,845