Payroll Operations Associate

Position Summary

The Payroll Operations Associate is a key role designed in executing payroll operations that support the University of Virginia and Health System. This position supports end-to-end payroll operations, including bi-weekly, monthly and retiree payrolls as well as off-cycle payrolls. Additional responsibilities include calculating and auditing retroactive payments, ensuring adherence to quality control measures while serving as a key liaison between Payroll Community of Expertise (COE) and Solution Center resources with day-to-day activities. The Payroll Operations Associate seeks continuous process improvement, supports lean process initiatives and strives to execute standardized processes that deliver timely and accurate payroll results. In addition, the Payroll Operations Associate collaborates with internal Payroll Services resources to resolve payroll related escalation inquiries and is the immediate back-up for Solution Center support. The incumbent will report to the Manager, Payroll Operations and will not have any direct reports.

Responsibilities and Duties

- Support the processing of bi-weekly, monthly, and retiree payrolls
- Coordinate time and manual input entries in preparation for processing payroll
- Prepare off-cycle payments when required and execute root cause analysis for process improvements
- Key support resource to Payroll Solution Center team members
- Provides overall support as needed within all Payroll Services areas
- Load the Workday Enterprise Interface Builder (EIB) for manual payroll inputs
- Act as an immediate back-up support to Payroll Solution Center resources and the Payroll Operations Specialist
- Process payroll in compliance with all federal, state, and local laws
- Provide updates to the payroll standard operations manual
- Coordinate funding of applicable payments and third-party distributions while verifying actual distributions via auditing tools and resources
- Perform weekly research for legislation updates
- Maintain up to date payroll and labor law data as it relates to a public institution
- Execute applicable payroll sourced reports
- Employ specialized knowledge of payroll and leave to resolve complex faculty, staff, team member and retiree inquiries
- Contribute to payroll diagnostics, ongoing process improvements, supporting change initiatives and knowledgebase development
- Perform other tasks as assigned

Functional Area Outcomes

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

Knowledge, Skills and Abilities

- Commit to best in class customer service experience for diverse faculty, staff, team member and candidate population
- 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

Required Education: Bachelor's degree

Preferred Computer Applications: Workday, Salesforce CRM, Microsoft Office

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PAYROLL MARKET RANGE

Minimum: $36,150   Midpoint: $46,987   Maximum: $57,845