

Payroll Operations Manager

Position Summary

The Payroll Operations Manager is a strategic and hands-on role designed to provide leading payroll operations support to the University of Virginia and Health System. This position is responsible for end-to-end payroll operations, which include bi-weekly, monthly, retiree and off-cycle payrolls within a Lean practice environment. The Payroll Operations Manager is responsible for leading high quality, efficient and compliant Payroll Operations, which produce accurate and timely payroll results. In addition, this position is responsible for the training and development of the Payroll Operations team and will lead in a collaborative manner, within and outside Payroll Services, to drive an environment of exceptional customer service, innovation and process improvement. In addition, the Payroll Operations Manager is a key member of the payroll leadership team in developing payroll strategy, planning and communications. The incumbent will report to the Director, Payroll Services and lead a team of Payroll Operations Specialists.

Responsibilities and Duties

- Direct bi-weekly, monthly, and retiree payroll processes and results
- Manage expatriate and shadow payroll processes and results (Foreign Nationals)
- Review and approve necessary off-cycle payments and identify opportunities for reducing occurrences
- Responsible for governance of policies and practices
- Supervise preparation and transmission of direct deposit files
- Coordinate with Treasury for funding of all distributions
- Produce performance scorecard and coordinate performance improvement initiatives
- Accountable for ensuring distribution of payroll reports
- Oversee legislative compliance with federal, state, and local laws
- Directly accountable to ensure that Payroll Operations meets all applicable service level agreements
- Responsible to ensure the Payroll Standard Operations manual is kept up to date with current payroll practices and procedures
- Drive Lean principles and waste elimination initiatives for all of Payroll Services
- Key leadership member of Payroll Services special projects and key initiatives
- Employ specialized knowledge of payroll and leave to resolve complex faculty, staff, team member and retiree inquiries
- Responsible for Payroll diagnostics and ongoing process improvement and knowledge base development

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

- Experience leading teams and motivating others to maximize input and accomplish goals
- Possess strong written, verbal and interpersonal skills
- Apply sound judgment and discretion with sensitive information
- Commitment 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: 5 years of relevant experience

Required Education: Bachelor's degree

Preferred Certifications: CPP

Preferred Computer Applications: Workday or other HRIS SaaS based software, Microsoft Office

PAYROLL MARKET RANGE

Minimum: \$80,330

Midpoint: \$104,437

Maximum: \$128,523