

# Payroll Services Manager

## Position Summary

The Payroll Services Manager is a strategic and hands-on role designed to provide leading payroll practice to support the University of Virginia and Health System. This position is responsible for overseeing the payroll accounting, tax, non-voluntary deductions administration, regulatory compliance and providing high value within the Solution Center. The Payroll Services Manager ensures high quality and efficient service to each of its external and internal customers. In addition, this position will be customer centric, leading a responsive and agile team focused on resolution and world class service. The incumbent will report to the Director, Payroll Services and lead a dedicated team of payroll Solution Center resources and Payroll Services team members.

## Responsibilities and Duties

- Oversee tax filings, garnishments, payroll accounting processes, and payroll service delivery in the Solution Center
- Conduct customer service surveys from internal and external customers and provide Solution Center metrics
- Review quarterly and annual tax filings
- Oversee year-end processes and issuance of W-2s
- Supervise preparation and transmission of tax payments
- Direct the distribution of payroll tax and accounting reports
- Oversee journal entries and tax adjustments
- Develop and lead training and development opportunities
- Accountable for Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)
- Conduct customer service surveys from internal and external customers and provide Solution Center metrics
- Responsible for governance of policies and practices
- Drive Lean principles and waste elimination initiatives
- Key leadership member of Payroll Services special projects and key initiatives
- Employ specialized knowledge of payroll to resolve complex accounting and tax issues
- Responsible for payroll diagnostics and ongoing process improvement and knowledge base development

## Functional Area Outcomes

- Provide accurate payroll tax and accounting 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

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### PAYROLL MARKET RANGE

Minimum: \$80,330

Midpoint: \$104,437

Maximum: \$128,523