

# Payroll Operations Specialist

## Position Summary

The Payroll Operations Specialist is a vital role designed to provide leading payroll operations support to the University of Virginia and Health System. This position is responsible for processing bi-weekly, monthly and retiree payrolls as well as off-cycle payrolls, calculating and auditing retroactive payments, ensuring quality control measures are implemented and adhered to, generating ACH payments and printing payroll checks. The Payroll Operations Specialist seeks continuous process improvement, supports lean process initiatives and strives to execute standardized processes that deliver timely and accurate payroll results. Additionally, the Payroll Operations Sr. Specialist will have an organizational focus to either the University of Virginia or the Health System and will collaborate with internal Payroll Services resources to resolve payroll related escalation inquiries. The incumbent will report to the Manager, Payroll Operations and will not have any direct reports.

## Responsibilities and Duties

- Responsible for the processing of bi-weekly, monthly, and retiree payrolls in a timely and accurate manner
- Coordinate time and manual input entries in preparation for processing payroll
- Troubleshoot any errors or fallouts as part of the quality control process
- Run off-cycle payments when required and execute root cause analysis for process improvements
- Settle payroll and create ACH and check printing files
- Act as the back-up support to the Payroll Operations Sr. Specialist
- Process payroll in compliance with all federal, state, and local laws
- Responsible for updates to the payroll standard operations manual
- Coordinate funding of applicable payments and third-party distributions
- Execute applicable payroll sourced reports
- Provide requirements for new earning and deduction codes
- 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

## 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:** 3 years of relevant experience

**Required Education:** Bachelor's degree

**Preferred Computer Applications:** Workday, Salesforce CRM, Microsoft Office

---

### PAYROLL MARKET RANGE

Minimum: \$44,138

Midpoint: \$57,366

Maximum: \$70,616