

Payroll Services Sr. Specialist

Position Summary

The Payroll Services Sr. Specialist is a vital role designed to provide leading Solution Center payroll inquiry services to support the University of Virginia and Health System. This position is responsible for managing the most complex payroll inquiries made by faculty, staff and team members across the University. The Payroll Services Sr. Specialist is also responsible for assisting with personal data input, including direct deposit and tax withholding entries, as well as managing payroll input batch files and coordinating the collection of overpayments. The Payroll Services Sr. Specialist delivers high quality and efficient service to each customer and ensures customer satisfaction. The incumbent will report to the Manager, Payroll Services and will not have any direct reports.

Responsibilities and Duties

- Respond to escalations of faculty, staff, team member and applicant inquiries through Salesforce, telephony solutions, and email
- Provide training and outreach for managers and HR Solution Center team
- Review and analyze Salesforce data for improvement opportunities
- Complete payroll transactions such as direct deposit and tax withholding changes
- Deploy specialized knowledge, particularly in payroll, time tracking, and leave, and policy to resolve complex faculty, staff, team member and retiree inquiries
- Coordinate collection of overpayments
- Escalate inquiries to Leave and Payroll COEs as appropriate
- Document inquiry resolution and escalation in Salesforce
- Responsible for payroll diagnostics and ongoing process improvement and knowledge base development

Functional Area Outcomes

- Manage responsive, accurate, and timely resolution for common Payroll inquiries
- Ensure escalation of complex inquiries for expert handling, when necessary
- Improve Payroll Self-Service support
- Provide accurate payroll 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: 4 years of relevant experience

Required Education: Bachelor's degree

Preferred Computer Applications: Workday, Salesforce CRM, Microsoft Office

PAYROLL MARKET RANGE

Minimum: \$53,893

Midpoint: \$70,050

Maximum: \$86,237