# Job Description

Red text denotes a field that needs to be changed by the user.

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| --- | --- | --- |
| Position Title | Department | Reports to |
| Payroll Specialist Senior | [Payroll] | [Payroll Manager] |
| Employment Status | FLSA Status | Effective Date |
| [ ]  Temporary [ ]  Full-Time [ ]  Part-Time | [x]  Non-Exempt [ ]  Exempt | [Effective Date] |

## Position Summary

The Senior Payroll Specialist is accountable and responsible for all aspects of quality service for clients. Contacts and assists clients in process of obtaining information for payroll production and tax related issues; verifies totals, responds to/resolves client questions and problems and delivers quality customer service. Participate in conducting training sessions.

## Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

* Maintaining a base of payroll clients relevant to size and complexity on all products
* Contacting clients daily to obtain payroll data including salary adjustments, special payments, tax allocations and employee deductions, and to set schedules
* Accurately keying all payroll related data necessary to process and meet appointment schedules
* Maintaining a high rate of client retention through quality service
* Keeping abreast of the payroll processing system and changes in wage and tax laws, and corresponding with federal, state, and local tax agencies on behalf of our clients
* Maintaining client files
* Researching and resolving client/system problems
* Establishing and maintaining a positive working relationship with clients, agencies, and coworkers to promote a quality service image
* Participating in conducting training sessions
* Performing other duties as assigned

## Minimum Qualifications (Knowledge, Skills, and Abilities)

* Associate's degree or equivalent from two-year college or technical school or three or more years of office-related experience and/or training; or equivalent combination of education and experience
* Solid understanding of payroll and payroll tax laws required
* Proven facility in MS Office, data entry and office equipment (e.g., telephone, head set, 10-key or calculator, computers, FAX machine, printer/copier)
* Proven facility in customer service, and problem resolution
* Equivalent combination of education and experience is acceptable
* Excellent written, oral, and presentation communication skills
* Excellent organizational, planning, and prioritization skills
* Excellent interpersonal skills

## Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

## Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

### Reviewed with employee by

### Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Received and accepted by

### Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

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