

Class No.:	Administrator
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Pay Group:	11

JOB DESCRIPTION

MANAGER, PAYROLL SERVICES

NATURE AND SCOPE OF WORK

Reporting to the Director, Financial Services, the Manager, Payroll Services is responsible for leading and overseeing all payroll and benefits operations within the institution, ensuring compliance with federal and provincial regulations, collective agreements, and internal policies. This role involves managing relationships with vendors, providing guidance on payroll and benefit inquiries, and identifying process improvement opportunities. The position oversees payroll system implementation, participates in cross-departmental projects, and ensures accurate reporting and cost monitoring. Additionally, the manager oversees a team including a supervisor, and provides leadership, performance management, and development to ensure departmental goals are achieved in a complex, unionized environment.

ILLUSTRATIVE EXAMPLES OF DUTIES

Responsible for providing effective leadership for payroll and benefits processes:

- Ensures compliance with applicable federal and provincial legislation and payroll and benefits policies and programs and collective agreement provisions; including ensuring that the accounting treatment is appropriate and monitoring activities are designed and implemented.
- Identifies to the Director Financial Services, and People, Culture and Diversity, challenges with interpretation or implementation of collective agreement provisions and provides support in analyzing payroll and benefit costs for collective agreement bargaining.
- Manages relationships and agreements with payroll and benefits vendors, carriers, consultants and/or brokers.
- Ensures the unit interprets and provides exceptional guidance on payroll and benefit inquiries from internal and external clients.
- Recommends best practices for benefits and compensation programs and policies and advices on new legislation and market developments.

- Manages full-cycle benefit administration including liaison with third-party service providers, the review and approval of all benefit workflows in the HRIS, management of enrollment and deactivation processes, and the maintenance of benefit records and policies.
- Ensures that employee benefit and compensation records in all applicable systems (HRIS, payroll and benefit carrier records and databases) are accurate and consistent and are in compliance with benefit plan rules, internal policy and applicable legislation through monthly data integrity checks.
- Participates in planning, developing and implementing financial information systems that meet the information needs of a variety of constituents.
- Participates in drafting financial policies and procedures that provide for planning and monitoring of all University payroll and benefits costs.
- Constantly looks for operational efficiencies and process improvement opportunities to ensure a balance between capacity and deliverables.
- Lead the implementation and optimization of payroll systems, working closely with DTS and external vendors to ensure the successful deployment of new features, upgrades, and system integrations.
- Participate in cross-departmental committees or working groups, contributing payroll expertise to institutional projects such as compensation reviews, labour negotiations, or enterprise resource planning (ERP) upgrades.
- Develop, implement, and maintain payroll policies and procedures that ensure compliance with legislative requirements, collective agreements, and institutional guidelines.
- Review and update payroll-related policies in response to changes in tax laws, employment standards, or organizational needs, ensuring that the institution remains in compliance.
- Interpret and provide guidance on payroll policies for management, staff, and union representatives, offering clarity on complex payroll and compensation matters.
- Draft and implement internal controls to ensure the security and accuracy of payroll data, including procedures for audits, reporting, and record-keeping.
- Lead the development of payroll contingency plans to address potential disruptions (e.g., system failures, etc.), ensuring continuous payroll operations.
- Lead payroll-related projects, such as payroll system changes, updating procedures, or integrating payroll with other institutional systems (e.g., HRIS, timekeeping).
- Facilitate cross-functional project teams, bringing together PCD, Finance, and DTS professionals to collaborate on payroll-related projects and process improvements.

Reporting and Monitoring of Costs:

- Monitors and analyzes payroll and benefit expenditures against budget and helps in the preparation of monthly forecasts and budgets.

- Prepares monthly management reports for review and presentation to the Director. Develops and provides appropriate key performance indicators (KPI's) for the organization and the Board.
- Ensures compliance and accuracy of reporting requirements and deadlines as set out by provincial and federal government including Canada Revenue Agency.
- Ensures accurate and timely monthly reconciliations of payroll and benefits general ledger accounts and ensures issues are identified and escalated as required.
- Creates periodic and ad-hoc benefit, compensation, headcount and other reports for distribution to internal clients, benefit carriers and other recipients.

Plans, assigns, and directs the activities of employees in the payroll and benefits unit, as well as financial services as a whole, as needed:

- This role will oversee a supervisor as a direct report, along with their supervisory staff, providing leadership and guidance to ensure departmental objectives are achieved. The manager will be responsible for the performance management, coaching, and development of the team, as well as ensuring efficient daily operations
- Ensures staff receive optimal support to enable them to carry out their duties – including proper training and development and regularly scheduled department meetings, to facilitate two-way dialog and involvement of staff in current issues.
- In consultation with the Director, Finance and with People, Culture and Diversity, administers the collective agreement in relation to payroll and benefits staff, including participation in hiring, following through on discipline and/or performance evaluation processes as applicable, authorizing overtime, leaves and other similar requests, and representing management where required in various processes.
- Meets regularly with the Financial Services management team to communicate current needs and initiatives in Financial Services and to align those initiatives with those in other areas within the University.
- Performs other related duties/projects as required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Extensive knowledge of accounting, payroll and benefits principles and practices, in a publicly-funded institution.
- Extensive knowledge of the principles and practices of accounting and information systems.
- Thorough understanding of auditing and internal control best practices.
- Thorough knowledge of the various regulations governing payroll administration in British Columbia, including the Income Tax Act, Employment Insurance Act, regulations of the Canada Pension Plan, Municipal and College Pension Acts, Work Safe BC, and the University's collective bargaining agreements

- Thorough understanding of development of financial policies and procedures to monitor revenues and expenditures, in alignment with generally accepted practices in a public post-secondary environment.
- Thorough knowledge of financial information systems use and implementation, related to payroll and benefits record-keeping, analysis and reporting.
- Ability to plan, organize and implement work schedules to effectively meet deadlines and organizational requirements.
- Demonstrated ability to apply strong technical accounting, analysis and systems control skills in a complex systems environment.
- Demonstrated ability to motivate and lead a team towards a common goal.
- Demonstrated ability to communicate, both orally and in writing, by obtaining and providing or presenting information of a complex and technical nature to parties who may have little or no financial background.
- Ability to exercise discretion, judgment and confidentiality.
- Ability to establish and maintain effective working relationships with senior management, faculty, staff, students, government agencies, and members of the general public.

REQUIRED TRAINING AND EXPERIENCE

- Successful completion of a Bachelor's degree in accounting, finance, business administration or commerce.
- CPA professional accounting designation and membership in good standing with CPA-BC.
- A minimum of seven years of experience in a mid-level managing a payroll and benefits function, including managing the payroll and benefit administration process, reporting, analysis of costs and development of budgets, and experience supervising the work of others in a complex, unionized environment.
- An equivalent combination of education and experience may be considered.