

Payroll/HR Operations Administrator Tompkins County

Department: County Administration

Classification: Competitive

Labor Grade: Management Grade 86

Approved: 4/22 by RP

By: RP, Commissioner of Human Resources

MINIMUM QUALIFICATIONS: EITHER:

(a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and two (2) years of full-time (or the equivalent part-time) experience in Payroll/HRIS administration, systems administration, organizational operations or related field; OR

(b) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree AND four (4) years of full-time (or the equivalent part-time) experience in Payroll/HRIS administration, systems administration, organizational operations or related field; OR

(c) Graduation from High School or possession of a high school equivalency diploma AND six (6) years of full-time (or the equivalent part-time) experience Payroll/HRIS administration, systems administration, organizational operations or related field; OR

(d) Any equivalent combination of training and experience as described in (a), (b), and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative/technical position with responsibility for maintaining the integrity and availability of the County's Payroll/HR Information systems, ensuring integration, maintenance and upgrades that will optimize work process design and flow across multiple operational systems including, Payroll, HR and Budget/Finance applications. The incumbent provides general administration, coordination, management and configuration of the Payroll/HR and related system functions, acting as a technical liaison between the assigned internal/external client groups (Payroll, HR, IT, Budget, Software Vendors, etc.), playing an integral role in the interpretation of and processing of data, either in paper form or electronic workflow. This role requires significant attention to detail by ensuring system builds, system changes, or system troubleshooting projects are completely and accurately fulfilled and that follow-up with all internal customers is handled professionally in a timely manner. This role is also responsible for system support regarding requests, process, data issues, collaborating closely with other departments, taking the lead to work through any technical issues with the payroll system. This role is in direct support of the payroll department to resolve any issues or provide assistance in order to meet payroll deadlines. As a subject matter expert, the incumbent will remain up to date on all applicable federal, state and local laws regarding payroll systems administration and train others on process improvement and changes. The work is performed under the general direction of County Administration, working in conjunction with Finance/Payroll, Human Resources and Information Technology Systems, with considerable leeway for planning work methods and procedures with commensurate responsibility for technical results. The incumbent will perform other related duties as required.

TYPICAL WORK ACTIVITIES:

- Acts as project leader to direct and coordinate the activities of Payroll/HR/ITS staff for work involving software and systems;
- Acts as a technical liaison between assigned internal/external client groups (Payroll, HR, ITS, Budget, software vendors, etc.) to support system(s) maintenance, implementation and upgrades;

- Create, configure, and maintain documentation for new and existing integrations;
- Works with Payroll/HR team to ensure transactional processes comply with County policies, procedures and collective bargaining agreements;
- Troubleshoots and resolves issues related to transactional or workflow processes;
- Provides appropriate training for County departments on customized programs and systems;
- Analyzes the flow and integration of information and data between various systems, make recommendations on solutions to improve efficiency and accuracy to automate steps in processes and workflows resulting in greater efficiency and fewer errors;
- Provides ideas and input to enhance the payroll experience for all employees;
- Assists with design, implementation and administration of all process improvement programs and activities that are payroll specific;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Knowledge of Payroll and HR processes and procedures;
- Ability to understand business needs, troubleshoot issues, diagnose root causes and provide potential solutions;
- Thorough knowledge of County governmental functions;
- Ability to learn new technology and interpret collective bargaining agreements;
- Ability to comprehend data integrations from point-to-point systems;
- Excellent organizational skills and ability to manage multiple priorities;
- Ability to establish and maintain effective working relationships with department heads, computer users, software contractors, and members of the public requesting service;
- Analytical reasoning ability;
- Good judgment, resourcefulness, dependability;
- Ability to work in a team environment;
- Physical condition commensurate with the demands of the position.

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