



## Job Specification

**Position Title:** MANAGER, PAYROLL AND BENEFITS OPERATIONS  
**Job Code:** MCP - Personnel Administration AM-18, APL18  
**Job ID:** 12764

### Purpose of Position:

To plan and manage the pay and benefits function, services and systems at the local service centre level through the building and leadership of teams which provide optimum customer service with OSS business performance and quality assurance standards and customer service strategies.

### Duties/Responsibilities:

Within an assigned service centre of the Payroll Operations Branch, providing a range of services to multiple ministry clients within an assigned service centre, the position:

1. Plans and manages the pay and benefits function, services and systems including working with partners in the development of business processes, standards and procedures to meet the diverse business needs of clients and the introduction of change management initiatives, business performance and quality assurance standards and performance measures developed at the corporate level. Works with the Manager, Payroll & Benefits Service Centre to develop strategic and operational plans to drive OSS directions for payroll and benefits and the implementation of the business plan at the service centre level. <br>
2. Builds a strong team work environment which promotes and fosters the OSS culture and provides leadership, coaching and day to day operational management of Team Leaders and Pay and Benefit Specialists responsible for the processing and administration of pay and benefits to multiple ministry clients. Manages staff including making decisions on hiring, assigning work, approving merits, managing performance, including determining performance standards and conducting performance reviews, providing training and development, handling disciplinary and labour relations issues including Stage 1 grievances. Ensures compliance with Occupational Health and Safety legislation and program requirements.
3. Provides technical expertise to Team Leads to facilitate consistent interpretation, communication and application of provincial and federal legislation, policies and Collective Agreements in response to complex payroll and benefits administration requirements where limited precedents exist including advice on processing of payroll and benefits transactions.
4. Manages the implementation of customer service strategies to facilitate customer relations at the local level and acts as the OSSs primary management contact on all pay and benefits related service issues and concerns including working with Human Resources Consultants and Managers to represent clients interests in the planning and implementation of workplans regarding major issues and projects which have significant impact on pay and benefits (e.g. estimates for downsizing, grievance settlements, systems upgrades, data standards) of client ministries.
5. Identifies, analyzes and monitors issues and trends impacting the pay and benefits function and service delivery based on the unique needs of clients and provides recommendations to the Manager, Payroll & Benefits Service Centre on proactive methods to resolve potential impacts including improvements to systems and processing efficiency. <br>
6. Manages the allocation of assigned financial resources and conducts budget planning, analysis and forecasting to alert the Manager, Payroll & Benefits Service Centre of financial issues (e.g. variances and unanticipated expenditures which impact the service centres financial and human resources). <br>
7. As a member of the Service Centres Management Team, participates in business process improvements projects, re-engineering initiatives and policy development projects and activities and ensures their successful implementation at the local level. Represents the Service Centre on various committees.
8. Acts for the Manager, Payroll and Benefits Service Centre during absences, vacations and as directed by the Manager, Payroll and Benefits Service Delivery.

### Knowledge:

Position requires knowledge of human resources theory, principles and techniques with specialized knowledge of payroll and benefits administration to plan and manage the pay and benefits function, services and systems for an assigned client group and to participate in the development of related business processes, standards and procedures. Knowledge of relevant acts and regulations such as the Public Services Act, Crown Employees Collective Bargaining Act, Employment Standards Act and Collective Agreements as well as the operations of Workforce Information Network (WIN) and the CORPAY payroll system to interpret and apply legislative authorities for the analysis and resolution of complex payroll and benefits issues. Knowledge of OSS Human Resource Service Delivery change management initiatives, customer service strategies, business performance standards, quality assurance and performance

measures, common business practices for introduction, implementation and management at the client level. Planning skills to participate in the development of strategic and operational plans and the implementation of the business plan. Business relationship and partnership skills to develop and maintain working relationships with ministry client areas. Analytical and issues management skills to identify, analyze and monitor issues and trends impacting the pay and benefits function and service delivery. Strong leadership skills to build a strong team environment and provide leadership, coaching and mentoring to assigned staff. Management skills to manage staff within assigned teams. Financial skills to manage the allocation of assigned resources, conduct budget planning, analysis and forecasting. Project skills to participate on business process improvements, re-engineering initiatives and policy development projects. Oral and written communication skills to prepare and present planning documents, project results and briefing materials. Sound consultative and interpersonal skills to identify and manage customer service issues and concerns.

**Judgement:**

Position works under the general direction of the Manager, Payroll & Benefits Service Centre and within relevant acts and regulations such as the Public Service Act, Crown Employees Collective Bargaining Act, Employment Standards Act and Collective Agreements. Position is expected to work with independent decision-making at the client level to provide day to day management, leadership and customer relations of the payroll and benefits function and in determining when Manager should be informed of contentious issues which have province wide impact or result in significant customer relations problems. Judgment is exercised in ensuring the diverse business needs of clients are met and introducing business performance standards and measures. Judgment is exercised in identifying, analyzing and monitoring issues and trends impacting the pay and benefits function and service delivery at the client level with consideration to the need to ensure compliance with corporate level performance standards and measures, sharing of information across the province to ensure consistency in problem resolution and the potential impact to clients. Position exercises judgment in building a strong team environment to promote and foster the OSS culture requiring the position to coach and mentor staff in a significant time of change. Judgment is exercised in developing and implementing optimum methods to partner with local Human Resources Branches to ensure sound partnerships and to collaborate on major issues and projects impacting pay and benefits. Judgment is also exercised in identifying financial issues impacting the service centres financial and human resources.

**Accountability - Programs:**

Plans and manages the pay and benefits function, services and systems at the local client level; introduces and implements change management initiatives, business performance standards, quality assurance standards and performance measures developed at the corporate level. Works with the Manager, Payroll & Benefits Service Centre to develop strategic and operational plans and to implement the business plan at the client level. Participates in projects involving business process improvements, re-engineering initiatives and policy development.

**Accountability - Personnel:**

Directly manages Pay and Benefits teams comprised of Team Leaders and Representatives consistent across OSS. Provides leadership, coaching and mentoring and has full management authority to hire, conduct performance reviews and handle labour relations issues.

**Accountability - Finance & Material:**

Manages the allocation of assigned resources; conducts budget planning, analysis and forecasting to identify and report on variances and unanticipated expenditures which impact the Service Centres financial and human resources.

**Accountability - Impact of Errors:**

Mismanagement of the pay and benefits function, services and systems would result in ineffective customer service provided to clients, performance standards not being met thereby potential for errors in processes, and financial loss and criticism by clients of OSS services.

**Contact - Internal:**

Frequent contact with clients to act as the OSSs primary management contact on all pay and benefits related service issues and concerns; with HRCs and Managers to maintain effective partnerships and to collaborate on major pay and benefits issues and projects; with colleagues throughout the province to consult on common issues and concerns.

**Contact - External:**

Frequent contact with the Federal Government and clients that may include banks, credit unions, law firms, unions and consultants to discuss matters of mutual concern and consult on issues.