



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: TEAM LEADER PAY AND BENEFITS
Job Code: OPSEU - Clerical Services BU CCL14, 95406
Job ID: 17242

Purpose of Position:

To provide team leadership to assigned Pay and Benefits Representatives responsible for the delivery of pay and benefits processing and administration for an assigned client portfolio, ensuring adherence to SSB quality assurance and customer service standards and to resolve various non-routine pay and benefits matters.

Duties/Responsibilities:

Within an assigned cluster of the Pay and Benefits Section of the Human Resources Service Delivery Branch, providing a range of set-vices to multiple ministry clients within an assigned cluster, the position:

1. Plans and team leads the delivery of pay and benefits information. guidance and processing of transactions for an assigned client portfolio including drafting weekly and monthly work plans flit review by the Manager implementing working standards ensuring policy and business process changes are implemented and all services comply with the business plan at the cluster level and SSB quality and assurance and customer service standards.
2. Provides team leadership to assigned Pay and Benefits Representatives including overseeing daily activities; providing technical advice. training and guidance; providing input on hiring, merit increases, workload distribution health & safety issues leaves, performance appraisals, and referring all labour relations matters to the Manager. Ensures a working environment that fosters openness and a team approach it, accomplishing tasks, achieving objectives and customer service.
3. Provides pay and benefits technical guidance, factual information and advice for the resolution of a range of non-routine pay and benefits matters (e.g. unusual grievance settlement awards. complex interest formulas) and other problems and concerns requiring the interpretation and application of complex issues (e.g. over/tinder deductions, lost cheques, late processing of retroactive awards/salary revisions/merits/overtime) for compliance with related legislation, regulations. (inflective Agreements., and MBS Directives/Guidelines and investigating and resolving customer service complaints. Advises the Manager of significant issues,
4. Ensures business records are maintained in accordance with SSB standardized business process and quality assurance standards. Devises methods and procedures spreadsheets or software to implement unique or mass volume transactions and exercises authority and higher security level for identifying and overwriting incorrect data in WIN).
5. Maintains ongoing liaison with SSB Staff (e.g. finance, systems. colleagues. Ministry/OPS line managers/ staff, Human Resources Development Canada (HRDC) Canada Customs & Revenue Agency. Insurance Carriers, CPP, OPSEU Pension Trust (OPT) Ontario Pension Board (OPB) and other jurisdictions to discuss a range of matters regarding pay & benefits transactions arid to provide input to mite effectiveness of systems.
6. Participates on various working groups and committees to discuss emerging Human Resource trends, issues, cases and concerns. Participates and/or coordinates, work related to special projects and provides input to the Manager on improvements 10 operational efficiency at-id Unit effectiveness.

Knowledge:

Position requires knowledge of pay and benefits, administration directives, processes and systems to plan and team lead the provision of pay and benefits processing and administration for an assigned client portfolio. Knowledge of relevant sections of federal and provincial legislation (e.g. CPP, Income tax, Employment Insurance (EI), (WSIB), OPSEU, AMAPCEO, PEGO Collective Agreements the Public Service Act, regulations, CECBA, MBS Directives, guidelines policies and procedures related to statutory deductions and benefits to interpret and apply legislation policies and agreements in the resolution of pay and benefits issues, to provide technical advice and guidance to clients and Pay and Benefits Representatives on the resolution of non routine pay and benefits matters. Knowledge of 8513 business plan, quality assurance, and customer service standards to ensure compliance at the unit level. Knowledge of Freedom of Information and Protection of Privacy legislation to ensure adherence to privacy and confidentiality requirements. Knowledge of the operations and capabilities of various desktop (e.g. word processing, spreadsheet, e-mail) and specialized systems (e.g. WIN, CORPAY, CARS/ LARS, SAR) to input, modify information, conduct queries/searches, produce spreadsheets and resolve payroll problems and/or discrepancies.

Skills:

Knowledge of group leadership techniques and excellent team leadership skills to lead assigned staff and establish a working environment that fosters openness and a team approach to accomplishing tasks achieving objectives and customer service. Analytical and problem solving skills to identify analyze and resolve technically oriented work related problems. Arithmetic skills to calculate various transactions including interest, retroactivity, grievance awards. Planning and organizational skills to coordinate unit work flow and ensure timely completion of transactions and projects. Oral and written communication skills to explain legislation, Collective Agreements, directives, guidelines, policies and procedures; operations of WIN/CORPAY and providing ongoing guidance to staff.

Freedom of Action:

Position works under the general direction of the Payroll and Benefits Manager and within corporate pay and benefits directives, procedures and systems and applicable sections of relevant federal and provincial legislation. Position is expected to work independently in overseeing day to day unit activities. As a result position exercises judgment in drafting weekly and monthly work plans, implementing working standards, work flow and overseeing daily activities of the unit. Judgment is exercised in dealing with a range of payroll issues that are not clearly covered by established procedures and precedent by interpreting and applying legislation, Collective Agreements policies and procedures in unique situations and determining which matters to refer to the Manager for resolution. Judgment is exercised in implementing standardized approach to ongoing business processes and WIN/CORPAS system requirements and in identifying and resolving a range of contentious cases/matters (e.g. calculation and application of salary allowance, grievance awards and interest calculations/ payments) and determining need for referral to the Manager. Judgment is exercised in team leading staff and responding to day to day issues and in ensuring confidentiality of information and adherence to security business processes. Ineffective team leadership of the Pay and Benefits function for assigned clients would result in potential errors in payments, deductions, ineffective customer service provided to clients, and criticism by clients of SSB services. Ineffective security of information could compromise passwords and result in access to WIN and CORPAY data and undermine confidentiality.