

# Position Description

## Payroll Advisor

|   |                               |                   |                               |
|---|-------------------------------|-------------------|-------------------------------|
| <b>Reports to</b><br>Team Leader, School Account Team | <b>Location</b><br>Wellington | <b>Band</b><br>13 | <b>Date</b><br>September 2024 |
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### Role overview

Payroll advisors are responsible for processing payroll requests from schools and for providing guidance and support to school administrators via phone, email and our ticketing system to ensure the timely and accurate delivery of the schools' payroll.

### Key Responsibilities and Accountabilities

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|---------------------------|--|
| <b>Customer service</b>   | <p>Build, develop, and maintain positive customer relationships.</p> <p>Proactively support customers with queries and escalations professionally and with empathy via multiple communications channels including phone, emails and ticketing system.</p> <p>Provide accurate information to customers in a timely manner, including specialist knowledge to resolve requests, queries and escalations.</p> <p>Escalate customer support to seniors and team leaders when required.</p> <p>Support customers' understanding of processes required to effectively deliver the schools payroll.</p>        |
| <b>Payroll processing</b> | <p>Process payroll transactions in accordance with approved processing guides.</p> <p>Identify processing guide improvements and system problems, and contribute to the ongoing improvement of our guides and system.</p> <p>Complete timely data entry and data correction.</p> <p>Consider complex issues and undertake complex calculations to resolve customer queries and escalations.</p> <p>Peer review data input, manual calculations, and out of cycle payments.</p> <p>Ensure compliance with employment agreements and legislation, providing interpretation to customers when required.</p> |

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|                             | Support monthly reporting to meet service requirements of the customer.  |
| <b>Information handling</b> | <p>Ensure accurate data entry and records are maintained to audit standards.</p> <p>Processes soft and hard records to ensure payroll activities are executed accurately and in a timely manner.</p> <p>Ensure up-to-date information is available to customers.</p> <p>Review documentation for accuracy.</p> <p>Ensure privacy and security principles are adhered to.</p> |

## Leadership Expectations

The following Leadership expectations apply to this role.

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| <b>Lead self</b> | <p>Demonstrate the Education Payroll values: treat everyone with respect, works as a team, make things easier, improve though understanding, learn through doing.</p> <p>Maintain positive relationships.</p> <p>Hold yourself accountable.</p> <p>Be agile and adaptive.</p> <p>Show courage.</p> |
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## Required experience, skills and knowledge

To be successful in this position you will need:

- customer service experience
- attention to detail
- intermediate knowledge of Microsoft Office suite
- good written and verbal communication
- willingness to learn and understand payroll and payroll legislation
- basic understanding of mathematics
- ability to multi-task.