

Employee Service Centre (ESC) Representative

DEFINITION

This is independent, moderately complex work involving a variety of duties related to Payroll, Human Resources, or Benefits administration.

Work is performed independently with decisions being made based on established policies, procedures, and guidelines. Positions within this class are expected to make decisions that are not specifically addressed by guidelines. Difficult or unusual problems are referred to the supervisor as are decisions requiring changes in policies or regulations. Work processes are comprised of several payroll related tasks which vary over periods of time and require judgement to complete. Incumbents of these positions are expected to use judgement in resolving problems or errors. Contacts are primarily with City of Edmonton employees for the purpose of providing or gathering information on payroll, benefits, or human resource systems processing matters.

Work is evaluated on the basis of accuracy, timeliness, and established standards of performance.

TYPICAL DUTIES *

Process and verify employee benefit changes; administer employee leave information; and monitor severed employees on the Human Resource Information System. Respond to employee benefit inquiries.

Assist in the preparation of payroll related third party transactions including Alberta Health Care, Local Authorities Pension Plan, Revenue Canada and financial institutions.

Responsible for processing and ensuring accuracy of pay and benefits documents for employee sign-ons (permanent and temporary); seasonal recalls and terminations; and position management.

Ensure payroll system produces accurate pay cheques by processing payroll changes, preparing Records of Earnings, adjusting over or under payments, ensuring special payments are calculated and paid, scheduling daily batch processing, and auditing system entries and reports.

Respond to individual employee pay and benefits inquiries. Process payroll and benefits changes as requested.

Provide basic interpretation regarding collective agreements. Explain administrative policies, legislative changes, third party requirements and web time entry system as required.

KNOWLEDGE, ABILITIES AND SKILLS

Working knowledge of the payroll process.

Working knowledge of the City policies and procedures.

Working knowledge of the Union collective agreements.

Working knowledge of applicable Federal and Provincial legislation and regulations.

Working knowledge of benefits plans for all employee groups.

Ability to make decisions within established policies and procedures.

Effective oral communication skills.

Ability to interpret information, determine alternatives, and implement solutions.

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TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12) school grade plus a designation as a Payroll Compliance Practitioner (PCP), or a certificate in benefits administration or human resources administration from a recognized post-secondary institute or professional association; and a minimum of three years' experience in payroll, benefits or human resources administration. Experience with complex enterprise Human Resources Information System (HRIS) / Payroll Information Systems is essential.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	1450		2078	
Grade	013		014	
Originated:	01-08-2000			
Last Updated:	01-12-2012			
Previous Updates:				