Downloaded from <https://www.velvetjobs.com/job-descriptions/payroll-support>

# Example of Payroll Support Job Description

Our company is searching for experienced candidates for the position of payroll support. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for payroll support

* Track and maintain all payroll reports onsite to include both paper and CD formats
* Coordinate with payroll team and department designee to ensure appropriate offsite archiving
* Assisting with the administration of other Payroll functions as and when required
* Use knowledge of product and processes, takes accountability for troubleshooting and resolving escalated cases in an effective and efficient manner coordinating the resolution for complex situations with service partners -Provides superior client service in every interaction
* Take accountability to maintain up to date knowledge of information and processes to ensure accurate resolution of all cases and referrals
* Administer monthly pensioner payroll, ensuring accuracy, completeness and timeliness
* Perform shadow payroll processing for Canadian employees on international assignments
* Ensure SAP payroll system changes tested and implemented
* Manage HR/Payroll communication strategies outward to Regional Groups (HR, Managers, Editors, Employees, MBO Leadership)
* Leads Regional payroll analyst team in managing escalated cases to ensure accurate and timely resolution

## Qualifications for payroll support

* Process driven / Client oriented
* Calculate manual payments when required via ADP Checkmate
* Create wire transfer requests for approval and processing
* Track and follow through to problem resolution
* Create ADP case setup
* Experience utilizing ADP preferred