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# Example of Payroll Support Job Description

Our company is looking for a payroll support. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for payroll support

* Designs, communicates and implements regular and recurring training sessions for teammates and supervisors on proper payroll processing procedures in the PeopleNet and Workday applications
* Manage the enterprise systems and payroll applications software
* Understand payroll procedures and assist when needed
* Data entry of payroll information in Kronos and related reports
* Update payroll records by reviewing and entering changes in exemptions, insurance changes, deductions, paid-time not worked, status, and pay
* Strategize ways to innovate/streamline processes
* Answer employee inquiries in regards to payroll, reimbursements, expenses, and time keeping
* Manage and distribute payroll related forms and documents to employees
* Manages attendance time cards via the Kronos payroll system for accuracy and notify responsible managers
* Support new hires during on-boarding with payroll self-service training, assist school staff with understanding paycheck information and answer any related questions

## Qualifications for payroll support

* Answering queries as they arise by phone and/or E-mail
* Requesting cheques to cover staff travel
* Act as a referral point for first level representatives to enhance client inquiry resolution at first point of contact
* Contributes to efficient and effective client focused, end to end process design, close service gaps and enhance the overall employee experience
* Use multiple HR systems, problem solving tools and analysis techniques investigate and resolve escalated employee and manager issues
* Take ownership for resolving issues, coordinating resolution, by escalating or consulting with service partners when appropriate and keeping HRCC- Human Resources Contact Centre teams updated as applicable