



Town of Pepperell

Benefits/Payroll Specialist

Job Title: Benefits/Payroll Specialist

Department: Finance

Supervisor: Treasurer/Collector

Salary: Grade 7

Hours Worked: TBD 24 - 32

FLSA: Non-Exempt, Benefitted

Benefits/Payroll Specialist

Position Purpose:

The primary responsibility of the Benefits/Payroll Specialist is to be responsible for employee benefit deductions, utilizing tasks including computer data entry with Excel worksheets, maintaining confidential record keeping, filing, and working directly with employees and other municipal personnel. The position is responsible for helping employees enroll in Town benefit programs and keeping detailed records of employee insurance information and managing the enrollment process.

In addition, this position provides responsible payroll accounting functions to support activities related to benefit processing such as employee contributions, state and federal withholdings, garnishments, reconciliation of accounts and mandatory compliance including Affordable Care Act (ACA). Work includes assisting in the preparation and processing of the Town Payroll with respect to maintaining and implementing deductions and benefit elections, verifying the accuracy of information, researching and resolving discrepancies, and performing a variety of related duties.

The Benefits Coordinator/Payroll Assistant is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their focus and control.

Supervision:

Supervision Scope: Performs responsible functions requiring a working knowledge of employee benefits and payroll for the entire town and the exercise of judgment and initiative to complete assigned tasks. This position is subject to review and evaluation according to the town's personnel plan.

Supervision Received: Works with minimal supervision from the Treasurer/Collector following department rules, regulations and policies, requiring the ability to administer benefits, and to complete assigned tasks according to a prescribed time schedule. Refers questionable cases to supervisor.

Supervision Given: None.

Job Environment:

Work is performed in typical office environment, with occasional interruptions. Operates computer, printer, video display terminal, calculator, telephone, copier, facsimile machine, and all other standard office equipment.

Contacts are primarily in person and by telephone or email and involve discussing routine information. Most contacts require an information exchange dialogue with employees and vendors; contacts with the public are minimal.

Has access to confidential information, the disclosure of which could involve the Town in domestic legal issues, and other department-related confidential information which requires the application of appropriate judgement, discretion and professional protocols.

Errors could result in employee hardship, reconciliation problems with other departments and refile of State and Federal reports, and time loss in redoing work.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Maintains and updates employee benefits and related payroll deductions either manually or by computer, requiring the careful logging, classification and compilation of information; posts and records information; updates data; checks, sorts, records and files various materials.

Sets up new employees in the payroll system with their deductions to include mandatory and voluntary withholdings such as benefit elections, retirement savings, garnishments, union dues, etc. Maintains and forwards changes in benefits enrollment to the respective providers. Reconciles insurance and dues for payment on a monthly basis and creates payment vouchers therefor. Updates all related accounts and files into the payroll system, spreadsheets, etc.

Distributes reports, memos, and necessary information to appropriate persons and agencies.

The Benefits/Payroll Specialist is responsible for informing employees about the nature of benefits plans and changes that happen to the structure of those benefits and answers questions and concerns that employees have about their benefits. Some of the general duties and responsibilities include:

- Processing enrollments quickly and accurately;
- Reviewing monthly payroll deductions;
- Resolving employee issues with benefits administrators and insurance providers;
- Assisting active employees and retirees in enrolling in medical insurance, municipal retirement saving plan(s), and voluntary benefits;

- Provides new hires with explanations of benefits and instructions on enrollment and procedures;
- Provides ongoing benefits support and occasional treasury activities
- Consults with employees about eligibility and other pertinent issues;
- Assists with maintaining legal and regulatory compliance of the Town's benefit policies

The Benefits/Payroll Specialist is also responsible for providing the day-to-day payroll processing activities related to payroll deductions and mandatory reporting to include:

- Assists with back-end payroll and related financial procedures for benefit deductions and withholdings, and manages open enrollment period communications
- Timely and accurate data entry of payroll deductions; entering data into Harpers payroll system and excel spreadsheets;
- Garnishment processing; deduction calculations
- Handling direct deposit requests and data;
- Resolves problems and responds to inquiries related to payroll deductions and tax withholdings;
- Compliance with applicable laws, regulations collective bargaining agreements, health insurance requirements and benefit administration best practices;
- Maintains a general understanding of municipal payroll processes related to special pay circumstances and public retirement regulatory compliance;
- Mandatory ACA compliance with vendor software assistance
- Prepare reports and analyses for management as needed

Performs similar or related work as required, directed, or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School Diploma; Three (3+) years of general administrative experience preferable in general accounting or human resources; municipal experience preferred; some previous experience working with accounting and/payroll and benefit software systems; demonstrated familiarity with Harpers Payroll System desirable; or equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: General knowledge of payroll systems. Working knowledge of insurances and deductions and the software needed to perform duties. Basic knowledge of bookkeeping techniques. General knowledge of local government and its operations helpful.

Ability: Ability to organize time and accomplish tasks. Ability to maintain a consistent high level of quality customer service and patience when addressing and supporting Town staff, retirees and when communicating with those outside of the organization; ability to deal effectively and tactfully with employees.

Ability to maintain detailed records and reconcile multiple payroll deductions.

Skill: Good computer and mathematical skills. Basic expertise and skill in utilizing computer software, word processing, database, and spreadsheet applications. Skill in all of the above listed tools and equipment.

Physical Requirements:

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions)

While performing the duties of this job, the employee is frequently required to sit communicate or hear; occasionally required to walk, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at efficient speed.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)