

POSITION DESCRIPTION

Position Title:	Payroll Support Officer
Position Number:	11029
Directorate:	Office of the CEO
Reports to:	Manager People & Culture
Department:	People & Culture
Agreement:	City of Karratha Industrial Agreement 2023
Classification:	Level 4

1. POSITION OVERVIEW

The role of Payroll Support Officer entails providing comprehensive administrative assistance and system support, ensuring the smooth operation of payroll functions for both internal and external stakeholders. This position demands meticulous attention to detail and a commitment to delivering exemplary support services within the People & Culture department.

1.1 Position Objectives

- Execute precise data entry tasks to facilitate payroll processing and leave provisions.
- Deliver exceptional customer service to staff and the People & Culture team, addressing queries and facilitating payroll procedures effectively.
- Collaborate with the People & Culture department to provide administrative support specifically tailored to payroll functions.

2. DUTIES & RESPONSIBILITIES

2.1 Payroll Processing

- Collaborate with the Payroll Officer to ensure the timely processing of all pertinent payroll information.
- Conduct accurate data entry as required.
- Address employee inquiries related to payroll promptly and professionally.
- Assist in processing leave forms and verifying leave entitlements for staff members.
- Maintain and organize employee records systematically and consistently.
- Direct queries regarding Industrial Agreement interpretation to the Manager People & Culture as necessary.
- Facilitate the creation of new employee profiles upon receipt of relevant documentation.
- Update employee information within the system as needed to ensure accuracy.
- Calculate termination payments and back pays in compliance with prevailing taxation regulations.
- Support the Payroll Officer in processing claims for long service leave contributions from other Local Governments.
- Aid in completing payroll-related surveys within specified deadlines.

2.2 Administrative Support

- Provide comprehensive administrative assistance to the People & Culture team as required.
- Support the Payroll department in administrative tasks related to the termination process.
- Maintain an organized filing system for payroll documentation.
- Undertake any additional duties commensurate with the responsibilities of this position.

2.3 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

3. KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority & Accountability

- Works under regular supervision of the Manager People & Culture.
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2 Judgement & Problem Solving

- Demonstrates problem-solving abilities within established processes and procedures.
- Exhibits proficiency in time management, working autonomously, and collaborating within a team.

3.3 Specialist Knowledge and Skills

- Demonstrated knowledge of payroll processing procedures.
- Developed knowledge of Microsoft Office software and developed keyboard skills.

3.4 Interpersonal Skills

- Demonstrated ability to provide customer service, advice, information and assistance to a range of people.
- Developed verbal and written communication skills with a high level of attention to detail, accuracy and confidentiality.

3.5 Qualifications and Experience

- Previous experience in an administration role ideally with extensive data entry experience
- Demonstrated previous experience in payroll provision and in interpreting awards and Industrial Agreements
- Previous experience working with Technology One products, ideally Ci and CiA (desirable)
- Current C class drivers licence
- National (or Federal) Police Certificate no more than 6 months old