

Payroll Deduction Clerk - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Knows how to set up master list of payroll, compare data received, process changes, balance to actual cash received, and prepare payroll for data processing department run
- Understands the organization philosophy, its goals, and its objectives in developing payroll groups as its primary customer base
- Understands most organization products and services and knows how payroll processing needs to interface with those accounts to ensure correct credits being processed and available to customers as required
- Knows how to efficiently operate personal computer and other office equipment
- Knows basic accounting and mainframe computer functions related to payroll processing
- Understands and can effectively work with various media formats (i.e., hardcopy, ACH, on disk, tape, etc.)

QUALITY OF WORK:

- Inputs all payroll data changes daily, as required, error free
- Maintains master lists and meets all processing schedules without exception
- Maintains excellent relations with direct deposit and payroll groups

QUANTITY OF WORK:

- Maintains and process all payroll deduction and direct deposit remittances, 100% error free
- Processes special payrolls manually, when required, on date of receipt
- Ensures payroll deposit is promptly credited and correctly matched to payroll run
- Performs such other functions as might be appropriate and have been clearly specified

COOPERATION/RELATIONSHIPS:

- Relates well with the customers, co-workers, supervisor, and general public
- Is a team player: willing to assist others in work group when needed
- Demonstrates a positive attitude, patience, empathy, and understanding
- Offers and receives criticism in a constructive manner
- Strives to create a team concept; sets an example for others to follow

PROBLEM ANALYSIS:

- Resolves inquiries and complaints within defined authority
- Assists Customer Service Rep's and Tellers with payroll related problems or refers problems to supervisor when necessary
- Considers pros and cons of possible solutions and offers options to customers
- Considers problems as a challenge and opportunity