



## Job Profile

### ERS Job Title: Payroll Compliance Analyst II

#### Internal Job Profile Summary

This position reports to the Payroll Manager and under minimal supervision is responsible for collecting, verifying, processing and balancing pension payroll related transactions. This position assists with rehired retiree compliance reporting and overpayment recovery processing.

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#### Job Responsibilities & Performance Standards

- Enters, reviews and processes payroll transactions
- Monitors and researches returned benefit payments for cancellation or suspension
- Researches and resolves payroll discrepancies
- Works with third party vendors or internal accounting office to resolve payment issues and reconcile payee accounts
- Maintains payroll reconciliation records for monthly and semi-monthly retiree and supplemental payrolls
- Communicates with debtors through phone calls and demand letters and reconciles overpaid accounts
- Maintains accurate ledger of overpaid accounts, attorney invoices and accounts payable
- Analyzes payroll compliance reports, researches and resolves rehired retiree reporting issues and assists with follow-up as required
- Troubleshoots employer web reporting issues and provides training to employers on various reporting processes
- Researches and responds to inquiries from employers and retirees
- Provides information based on regulations and confidentiality requirements in compliance with all applicable laws and regulations
- May train less experienced payroll practitioners in area of expertise

## Technical Competencies Required for Job

<b>Retirement Plan Provisions</b>	<ul style="list-style-type: none"> <li>▪ Has a basic understanding of the regulations and laws that govern the plans</li> <li>▪ Ability to research basic payroll issues</li> <li>▪ Ability to comprehend basic payroll business processes</li> </ul>
<b>Computer/Technical Capability</b>	<ul style="list-style-type: none"> <li>▪ Ability to navigate the core screens and perform data entry in PARIS (or similar pension software)</li> <li>▪ Ability to locate and communicate to others basic information from within PARIS (or similar pension software)</li> <li>▪ Ability to understand and run PARIS reports and generate correspondence</li> <li>▪ Ability to navigate and perform data entry in MS Office</li> <li>• Ability to create workflow work items in PARIS and create help desk tickets for system issues</li> </ul>
<b>FMD Processes</b>	<ul style="list-style-type: none"> <li>▪ Ability to complete straightforward transactions for basic payroll processes such as:             <ul style="list-style-type: none"> <li>⇒ Lost check and forgery affidavits</li> <li>⇒ Suspensions</li> <li>⇒ Reinstatements</li> <li>⇒ Levies/Court Ordered Deductions</li> <li>⇒ Overpayment Invoices</li> <li>⇒ Cash Receipts</li> <li>⇒ Replacement checks</li> <li>⇒ Returned checks</li> <li>⇒ Check distribution</li> <li>⇒ 1099 reprints</li> <li>⇒ Archive requests</li> </ul> </li> </ul>

**Technical Competencies Required for Job**  
**Statewide Core Behavioral Competencies Required for Job**

<b>Proficient Level Competencies</b>	
Detailed knowledge, understanding, and application of the competency required to be successful in the job; Ability to handle non-routine problems and situations; Requires minimal guidance or supervision / works independently; Consistently demonstrates success in the competency; Capable of assisting others in the application of the competency.	
<b>Accountability</b>	Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency and State to maintain the public's trust
<b>Customer Service</b>	Understands that all State employees have external and/or internal customers that they provide services and information to; honors all of the State's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service
<b>Teamwork and Cooperation</b>	Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats others with dignity and respect and maintains a friendly demeanor; values the contributions of others
<b>Basic Level Competencies</b>	
Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires some guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency).	
<b>Results Orientation</b>	Consistently delivers required business results; sets and achieves achievable, yet aggressive, goals; consistently complies with quality standards and meets deadlines; maintains focus on Agency and State goals
<b>Judgment and Decision Making</b>	Analyzes problems by evaluating available information and resources; develops effective, viable solutions to problems which can help drive the effectiveness of the department and/or State of Georgia

## Additional Behavioral Competencies Required for Job

<b>Basic Level Competencies</b>	
<p>Basic understanding or knowledge needed for the job; Basic understanding and knowledge sufficient enough to handle routine tasks; Requires some guidance or supervision when applying the competency; Understands and can discuss terminology and concepts related to the competency).</p>	
<b>Communication</b>	Respectfully listens to others to gain a full understanding of issues; comprehends written material; presents information in a clear and concise manner orally and in writing to ensure others understand his/her ideas; appropriately adapts his/her message, style, and tone to accommodate a variety of audiences
<b>Organizing</b>	Ability to prioritize job responsibilities and workload demands to meet deadlines
<b>Ethical Integrity</b>	Upholds the highest personal and business standards, demonstrates honesty, is able to maintain the trust of others; does not jeopardize business relationships for personal gain; able to maintain confidential information.
<b>Cultural Awareness</b>	Demonstrates an open-minded approach to understanding people regardless of their gender, age, race, national origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect
<b>Initiative</b>	Proactively identifies ways to contribute to the State's goals and missions; achieves results without needing reminders from others; identifies and takes action to address problems and opportunities
<b>Flexibility</b>	Adapts to change and different ways of doing things quickly and positively; does not shy away from addressing setbacks or ambiguity; deals effectively with a variety of people and situations; appropriately adapts one's thinking or approach as the situation changes
<b>Problem Solving*</b>	Applies creative problem-solving skills to his/her work to develop solutions to problems; recognizes and demonstrates the value in taking "smart" risks and learning from mistakes; ability to identify the root cause of a problem; able to apply general rules or principles to arrive at a solution

<b>Professional Development</b>	Demonstrates a commitment to professional development by proactively seeking opportunities to develop new capabilities, skills, and knowledge; acquires the skills needed to continually enhance his/her contribution to the State and to his/her respective profession
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\*Additional competency required for job but not included in the State’s predefined competency list.

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**Statewide Entry Qualifications**

High School Diploma or GED and two years of job related experience **OR** One year of experience at a lower level (FIP040).

**ERS Preferred Qualifications**

Some college preferred and 2 years experience (OR) Associate’s Degree and a year of job related experience

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**ERS Career Development Levels**

- Payroll Compliance Analyst III
- Pension Payroll Supervisor