Administrative Services Specialist III, UCP 5
Payroll Department

JOB SUMMARY:

Under the direction of a Payroll Supervisor, independently coordinates and provides assistance in managing the Form I-9 process, processing Non-Resident Alien employee taxation, and other functions that support the successful completion of the biweekly payroll, including Smart HR, time and labor, and benefits processing. Incumbents are expected to independently resolve a wide variety of problems within moderate guidelines and are expected to independently resolve new, unusual or difficult problems that require judgment and initiative.

DUTIES INCLUDE:

1. Independently coordinating the intake, completion and review of Form I-9; ensuring compliance with U.S. Citizenship and Immigration Services (USCIS) regulations; training departments on the proper completion of Form I-9; actively communicating form updates; providing guidance on correcting errors; and overseeing records management functions related to the form.

2. Independently coordinating and overseeing all aspects of employee Non-Resident Alien taxation, including counseling employee NRAs regarding tax treaty benefits and IRS rules and regulations; determining tax residency, tax treaty eligibility and appropriate withholding status; ensuring appropriate tax documents are properly completed and filed with the IRS; maintaining Tax Navigator; and updating Core-CT.

3. Assisting with the processing of Smart HR, time and labor, and benefits transactions to meet biweekly deadlines; resolving discrepancies and working with departments and appropriate centralized offices to resolve; and ensuring compliance with policies, procedures, collective bargaining agreements and federal and state regulations.

4. Identifying processing errors (some of which may be new and unusual) and following up with the appropriate individual/department for resolution; anticipating areas in which processing errors can occur, and implementing proactive measures to prevent such problems.

5. Executing various reports in Core-CT and reconciling discrepancies; running reports to manage cyclical processing requirements and to comply with federal and state policies, rules and regulations. Preparing detailed ad hoc reports for management as needed.

6. Responding to requests from employees, departments, and external customers, and providing assistance in solving a wide variety of payroll-related issues, many of which are new and unusual and require interpretation and initiative.

7. Disseminating information to the University community, and maintaining pertinent tax and Form I-9 information on Payroll’s website. Serving as a resource to departments, employees, and other State agencies regarding tax treaties, Form I-9 and other duties related to the completion of the biweekly payroll.

8. Reviewing payroll policies and procedures for efficiency and effectiveness, and recommending changes for improvement, especially with respect to customer service. Participating in the planning of department-wide initiatives geared toward the improvement of payroll processing.

9. Keeping abreast of IRS, USCIS, and other federal and state regulations that impact the primary functions of this position.

10. Training, supervising, and establishing the work schedules of student staff; coordinating the duties of student and support staff so as to meet biweekly payroll deadlines.
11. Independently composing correspondence to departments and employees on issues pertaining to the primary functions of this position.

12. Performing related duties as required.

MINIMUM ACCEPTABLE QUALIFICATIONS/SKILLS:

1. Bachelor’s degree or equivalent combination of education and experience.

2. Four to seven years related experience in a fiscal environment, with progressively responsible duties.


4. Experience working with non-resident aliens, and the ability and interest to learn about NRA taxation.

5. Ability to effectively interact and communicate with a culturally diverse international employee population, and provide excellent customer service.

6. Ability to interpret policies and procedures.

7. Ability to independently research and resolve complex problems of unusual difficulty.

8. Excellent organizational, interpersonal skills, and oral and written communication skills.

9. Willingness and ability to work occasional evening and weekend hours to meet fixed biweekly deadlines.

PREFERRED QUALIFICATIONS:

1. Familiarity with Core-CT/PeopleSoft HRMS.

2. Experience working in Higher Education.

3. Experience working in a collective bargaining environment.

4. Prior experience training and presenting to large audiences.