

Job Description

Job Title: Payroll Technician

Supervisor: Supervisor of Payroll

Job Classification: Non-Exempt

Pay Grade: 28

Contract Length: 245 Days

Job Summary

This position performs a variety of support tasks to assist the Payroll Department as a whole. The employee will process multiple types of data entry and administrative support. Position is responsible for providing excellent customer service while greeting visitors, answering calls processing faxed inquiries in an accurate, professional manner, and redirecting calls and/or visitors appropriately. This position performs a variety of support functions to include, time and attendance entry, document scanning, filing, direct deposit and tax related forms processing. This position also provides Employee Self Service navigation and password support.

Essential Duties

1. Provides excellent customer service by greeting visitors, answering the phone, and email in a timely and professional manner.
2. Handle customer requests such as pay advice and form W2 reprints.
3. Maintains and processes time and attendance for a select group of employees.
4. Gives support to decentralized payroll time and attendance processors.
5. Sorts and distributes incoming mail, in addition to assisting with outgoing mailing and interdepartmental pick up.
6. Maintains and processes voluntary deduction records as requested, to include direct deposit and tax related forms.
7. Request Pay Cards from 3rd party vendor.
8. Maintains and processes departmental materials and supply requests.
9. Processes departmental vendor check requests, as needed.
10. Supports Payroll Record Management by scanning, retrieving and troubleshooting into the document imaging software.
11. Provides Employee Self Service support for navigation and password resets.
12. Provides employment verification support by completing, faxing, and troubleshooting.
13. Reviews and understands the policies in place for processing employment data, including pay and benefits.
14. Assists with entering the year-end sick and vacation leave payout information in the appropriate payroll.
15. Maintains and distributes employee schedule workday calendars used for payroll process planning and salary prorate calculation.
16. Provides payroll processing support as requested by the Payroll Supervisor
17. Facilitates processing cash receipts provided by various organizations to NNPS as the pay agent, by ensuring proper general ledger account coding and ensuring the amount received is sufficient to cover wages and taxes based on time sheet information provided.
18. Processes Lost Wages requests, providing the appropriate documentation to all relevant parties.
19. Assists with troubleshooting pay discrepancies.
20. Maintain storage of records to include requesting destruction of records by date.
21. Maintains a high degree of confidentiality.
22. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Performs any other related duties as assigned by the Supervisor of Payroll or appropriate administrator.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Completion of standard high school or graduation equivalency. Must possess knowledge of Windows operating system, Microsoft Office, and personal computer software. Some knowledge of school system business practices and procedures preferred. General knowledge of payroll programs, standard office procedures, practices and equipment is beneficial. Must be able to demonstrate excellent oral and written communication skills.

Working Conditions & 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 accommodation may be made to enable individuals with disabilities to perform essential functions.

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels and on the telephone; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical agility to lift up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment.

Supervision Exercised: None

Supervision Received: Supervisor of Payroll

This job description in no way states or implies that these are the only duties to be performed by this employee. The Payroll Specialist will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Payroll or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

08/2026 jsa