

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Supervisor, Employee Service Center	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Fiscal Services	CLASSIFICATION:	Supervisory
FLSA:	Exempt	WORK YEAR:	Varies
BOARD APPROVAL:	May 19, 2021	SALARY:	E-17/Management Salary Schedule

Basic Function:

Plan, organize, supervise, and participate in the efficient daily operations of the Employee Service Center. This unit responds to department, employee inquires pertaining to human resources and payroll issues, and processes transactions in these areas. Builds the cross functional knowledge in all unit members, oversees the prompt processes of transactions, ensures maintenance and accuracy of comprehensive records, and minimizes errors and duplication through close monitoring through verification of transactions. Operates as the subject matter expert and escalation point to resolve issues and continuously look for improvements in the operational processes and designs and implements those initiatives.

REPRESENTATIVE DUTIES

Plan, organize, supervise and participate in the daily operations of the Employee Service Center; establish priorities and direct staff to ensure deadlines are met on time and with accuracy. *E*

Plan and organize work activities for Employee Service Center; train, supervise, evaluate and provide clear expectations to assigned staff; ensure timelines are met to provide timely delivery of high quality services to every site and department; project Employee Service Center facilities, equipment and personnel requirements. *E*

Provide technical expertise and respond to questions or complaints from employees regarding interpretation of laws, bargaining agreements, rules, and regulations governing District payrolls. *E*

Identify common issues and errors and work collegially within and across the organization to develop long term resolutions. *E*

Implement systems to track performance, monitor telephone volume and wait times, and improve productivity and customer service. *E*

Provide excellent customer service and communicate with District personnel to obtain and provide information, resolve discrepancies and correct errors in a timely manner. *E*

Ensure team members acquire necessary skills and performance attributes, in line with business development needs. Provide clear training and supervision, and evaluations of all

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staff. *E*

Evaluate the District automated systems; troubleshoot and resolve data discrepancies, incorrect coding and equipment malfunctions. *E*

Ensure compliance with a variety of laws, regulations, established procedures and District policies concerning payroll processing and compensation. *E*

Work closely with other leaders to implement changes to compensation and benefits programs to comply with negotiated agreements, changes to benefit plans, regulatory and other requirements. *E*

Provide accurate information and timely assistance for the preparation and timely completion of a variety of reports. *E*

Participate and attend staff and District meetings as required; conduct staff meetings; interpret directives and communicate to Employee Service Center staff. *E*

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor’s degree or equivalent experience required such as four years of increasingly responsible human resources, or payroll experience including systems responsibilities is required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Current policies and procedures involved in preparation, verification, maintenance and processing of human resources, employee benefits and payroll. Considerable knowledge of computerized payroll processing.

Ability to lead a team to provide outstanding customer service and coordinated transaction processing.

Principles of accounting, bookkeeping and financial record-keeping.

Analytical skills to identify root causes of problems, and work collegially towards long term resolutions.

Software orientation and aptitude, Microsoft Word, and Access skills.

District and County payroll procedures.

Applicable sections of State Education Code and other applicable laws.

Financial and statistical record-keeping techniques.

Principles and practices of supervision, training and providing work direction.

Technical aspects of field of specialty.

Interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary.

District organization, operations, policies, contract bargaining agreements, objectives and goals.

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ABILITY TO:

Plan, organize and direct the work activities and special projects of an assigned Payroll areas(s).

Interpret, apply, and explain laws, procedures and regulations pertaining to payroll procedures and policies.

Maintain accurate and interrelated financial, payroll and related records.

Add, subtract, multiply and divide quickly and accurately.

Work confidentially and independently with little direction and many interruptions.

Establish and maintain cooperative and effective working relationships with a diverse range of people.

Analyze situations accurately and adopt an effective course of action.

Plan and organize work to meet schedules and timelines.

Train, supervise, evaluate, provide clear expectations and regularly support professional growth.

Communicate, understand and follow both oral and written directions effectively.

Operate computer and other office equipment.

Learn new or updated computer systems/programs or skills to apply to current work.

Communicate, understand, and follow both oral and written directions effectively.

Communicate using patience and courtesy in a manner that reflects positively on the organization.

Assist in sustaining and monitoring the financial viability of the district.

Actively participate in meeting District goals and outcomes.

Apply integrity and trust in all situations.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; constant interruptions; excessive intermittent noise; occasional contact with dissatisfied individuals; repetitive activities.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, dexterity to operate office equipment; sitting or standing for extended periods of time; seeing to review and analyze complex records and reports, hearing and speaking to exchange information related to the payroll function; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally to retrieve and store files and supplies. Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

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E = Essential Functions