



2004 June

JOB DESCRIPTION

JOB TITLE	Assistant, Payroll Helpline
JOB LEVEL	B
DEPARTMENT	Organizational Support Services, Payroll Services
SUPERVISOR	Supervisor, Payroll Services

POSITION SUMMARY

The Assistant, Payroll Helpline provides organizational support by responding accurately to payroll inquiries with a high level of customer service, seeks answers from other payroll staff as necessary and prepares weekly statistical reports.

DUTIES AND RESPONSIBILITIES

- Log/document all incoming calls according to procedure.
- Respond to all calls in order of priority.
- Redirect calls to other departments as required.
- Photocopy and distribute inquiries to appropriate payroll staff.
- Consult with department staff to obtain answers or responses or to follow-up with resolution of issue.
- Report trends and recurring problems to Supervisor.
- Prepare, distribute and file weekly statistical reports to calculate number of calls received/resolved/outstanding.
- File all copies of inquiries resolved.
- Assist department staff by completing data entry and filing.
- Resolve helpline inquiries in accordance with collective agreements provisions and government regulations.

EDUCATION

Completion of OSSD or equivalent.

EXPERIENCE

One year of related work experience is required.