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**Employee Service Centre (ESC) Team Lead/Specialist**

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**DEFINITION**

The ESC Team Lead/Analyst is the knowledge expert when it comes to payroll and benefits information for City of Edmonton employees. This position supervises professionally designated representatives, various clerks and possibly seasonal and casual staff within Employee Service Centre. Incumbents provide advice, analysis, support and guidance on a range of human resource management system matters both within Human Resources and across the City of Edmonton to ensure that the strategic aims of the section are fulfilled and to provide maintenance of a critical corporate application.

Employees in this classification are responsible for developing and executing quality assurance processes, reconciliations, audits and reports to ensure data integrity and accuracy. Provide a high level of customer service with the ability to perform under pressure, and achieve effective outcomes within given and, at times, tight timelines.

**TYPICAL DUTIES \***

Mentors staff by providing guidance, experience and recommendations to take on non-routine tasks and provide exceptional customer service within the Employee Service Centre.

Creates and maintains training programs to assist staff with establishing an improved understanding of processes, procedures and software within the Employee Service Centre. Follows up to ensure training received has been properly understood and if necessary provide assistance.

Interprets and analyses user requirements and recommends appropriate business solutions with consideration to organizational policies and practices, particularly as they relate to payroll and benefits.

Provides analysis on business processes; identifies, evaluates and recommends alternatives for PeopleSoft and other software applications and maintains data integrity.

Trouble shoots anomalies on time approval reports and recommends changes to reports to enhance auditing function and reliability.

Takes on the role of Project Leader when implementing changes to PeopleSoft with regards to collective agreements, best practices, department reorganizations, internal process development and yearend processing and reporting.

Handles escalated inquiries and calls from City employees, unions and management regarding payroll, benefits and other related issues.

Develops group orientation sessions, utilizing presentation and training skills, delivering payroll and benefits information to new employees within senior positions (Councillors, General Managers).

Perform related work as required.

**KNOWLEDGE, ABILITIES AND SKILLS**

Thorough knowledge of business processes and their integration with ERP (Enterprise Resource Planning) Software and other business processes.

Advanced knowledge of ERP Software such as SAP, PeopleSoft, Query and Golden 32 (SQL).

Knowledge of collective agreements, departmental and civic policies, regulations and operations affecting the work assigned.

Considerable knowledge of the principles of supervision, organization, administration and work delegation.

Ability to express ideas and concepts effectively, orally and in writing.

Ability to establish and maintain effective relationships created by work assignments.

Ability to plan, coordinate and supervise the work of subordinates.

Ability to evaluate training needs within respect to payroll and benefit procedures and practices.

Ability to understand and execute oral and written instructions of an advanced nature.

Ability to demonstrate high level of analytical and problem solving skills.

Considerable skill in preparing or reviewing administrative and/or technical reports and in making recommendations.

**TRAINING AND EXPERIENCE REQUIREMENTS**

Diploma in Business Administration, or a discipline as required by area of specialization, and/or a Payroll Manager certification from the Canadian Payroll Association, and/or a Certified Employee Benefits Specialist through a recognized post-secondary educational institute.

A minimum of five (5) years progressive payroll and benefits experience, with two (2) years of supervisory experience.

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

ESC\_TEAM\_LEAD\_ & \_SPECIALISTS.DOC

Salary Plan  
Job Code

21M  
2125

21A

21B  
2126

21C

Last Updated:  
Previous Updates:  
Originated:

December 2007