



Job Description

Job Title: Payroll Assistant

Supervisor: Supervisor of Payroll

Job Classification: Non-Exempt

Pay Grade: 20

Contract Length: 245 Days

Job Summary:

Position is responsible for providing excellent customer service as the frontline representative for the Payroll Department to include 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. This position handles a variety of customer requests such as pay advice and form W2 reprints as well as resolving general payroll related questions and issues.
2. Greets visitors, answer calls and processes faxed inquiries in an accurate, professional manner. Appropriately screens and redirects calls and visitors.
3. Provides payroll processing support as requested by the Payroll Systems Analyst.
4. Maintains and processes time and attendance for a select group of employees.
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. Pre-processes subpoenas and NNPS tuition waiver requests as directed.
12. Provides Employee Self Service support for navigation and password resets.
13. Provides employment verification support by completing, faxing, and troubleshooting.
14. Maintains a high degree of confidentiality.
15. 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 other duties as assigned by Supervisor of Payroll or appropriate administrators.

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 individuals with disabilities, who are otherwise qualified, to perform the essential functions.

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

High School Diploma or equivalency. One year experience with ERP HR/Payroll or Financial systems. Demonstrated proficiency in Microsoft Word and Excel software applications. Excellent oral and written communication skills. Ability to maintain confidentiality. Ability to maintain patience and forbearance when dealing with irate customers. Ability to multi-task, detail-oriented, well-organized; while maintaining a high degree of accuracy. Very dependable.

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; to 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 Assistant will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Payroll or other appropriate administrators. 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

Revised 07/2025