MAJOR FUNCTION

This is high-level administrative and technical work providing direction, guidance, and oversight in an assigned area, for the development, implementation and maintenance of the Kronos Workforce Central Application Module, programs, policies and procedures that serve the City's workforce. Function as a strategic partner to the Payroll Office Manager-Financial Services to ensure that the Kronos Workforce Central Application Module system components complement the mission, vision, and objectives of the City of Tallahassee. Work is performed under the direction of the Payroll Office Manager-Financial Services, who outlines areas of responsibility. Work is reviewed through conversations, observations, meetings, and by results attained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

This position serves as a subject matter expert (SME) for all ongoing activities (including support, files maintenance, coding and table management) related to the availability, integrity and confidentiality of employee information as well as maintaining standardization of the Kronos Workforce Central Application Module. Collaborates with users to provide technical support, solicits ideas for system improvements and ensures adoption and ease of use. Creates and maintains the Payroll-SharePoint site by building Frequently Asked Questions (FAQs), drafting major communications/distributions, managing continuous improvement planning, and conducting the on-going review of progress. Initiates the creation of step-by-step user guides; overseeing the review of training materials ensuring its accuracy; provides tool training and user support/coaching as needed. Responsible for system testing for releases and upgrades to ensure compliance with federal, state and local laws, to include software patches and upgrades as required. Functions as the system contact person for Payroll. Provides ad-hoc absentee analysis and proper mapping within the Kronos Analytics tool. Investigates root cause for validation and import errors; provides action steps to department administrative support staff to resolve. Runs reports to monitor and audit timekeeping entries and edits. Ensures that regulatory agency and compliance standards are being adhered to for all sites. Uses tools to make Kronos configuration changes when necessary. Tests enhancements to verify functionality prior to end user testing. Functions as the project leader for system adjustments or new implementations. Provides PeopleSoft System support by serving as Payroll liaison for the Kronos module. Provides reporting support to Payroll team representatives and department managers; runs ad hoc reports as requested. Performs routine quality checks to ensure data accuracy and system health. Performs routine maintenance processes to ensure system accuracy, functionality, and management of exceptions. Develops and maintains detailed documentation of procedures and processes of the role for the purpose of preparing back up support and training for successor. Responsible for understanding and complying with applicable labor, quality, environmental and safety regulatory considerations. Provides assistance and guidance to department and user staff. Provides assistance and guidance to department and user staff. Performs related work as required.

Other Important Duties

Identifies and implements employee development initiatives. Serves on teams and committees as needed. Assists the department director in responding to legal and other sensitive inquiries. Attends trainings and conferences. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough working knowledge of payroll and human resources management practices, trends, and issues. Thorough working knowledge of applicable federal and state laws, rules and regulations. Thorough knowledge of information systems applications, system design and implementation techniques, principles and practices of programming and project management techniques, as

applicable to assigned responsibilities. Thorough working knowledge of integration between Kronos Workforce and PeopleSoft HR systems or similar enterprise HR systems. Ability to work with mathematical and algebraic concepts such as probability, statistical inference, and forecasting. Ability to apply and analyze concepts such as fractions, percentages, ratios, and proportions to practical situations. Considerable knowledge of City government, its subdivisions, organizational culture and administrative procedures. Considerable knowledge of the principles of supervision. Considerable knowledge or modern principles and practices of management. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to plan and conduct interesting, informative and effective payroll programs. Ability to express oneself clearly and concisely, both orally and in writing, make public presentations and conduct training sessions. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to analyze facts and situations critically and objectively and arrive at sound conclusions. Ability to exercise creativity and flexibility in addressing workforce needs, challenges and expectations. Ability to operate independently and proactively. Skill in diplomacy and customer service. Skill in problem identification and resolution. Skill in program and personnel management. Skill in the use of microcomputers and the associated software programs and applications that are necessary for successful job performance.

Minimum Training and Experience
Possession of a bachelor's degree in accounting, finance, information systems, business or public administration or a related field, and five years of payroll administration experience including three years of experience with Kronos Workforce Central Application Module V6 or higher or functional experience supporting PeopleSoft or similar enterprise HR Systems; or an equivalent combination of training and experience.

Established: 06-23-18