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| **Helping Restore Ability** | **Job Description** |

Title: **Payroll Coordinator – Non-Exempt**

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| **Job Summary:** |
| Under the direction of the Customer Relationship Manager, Payroll Coordinator provides payroll support to FMSS clients in accordance with program guidelines and State regulations as well as providing resources and information to current and potential clients.  |

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| **Job Qualifications:** |
| Education: | Must have a high school diploma or equivalency plus additional training or education in a related field from a college, university, or technical school. Specialized education in accounting, business, health care administration or social services preferred.  |
| Experience: | Two years of experience in customer service and data entry in a high-volume position preferred. Experience in a social services organization and with persons with disabilities a plus. |
| Skills: | High speed data entry using standard accounting-type software with a typing speed of approximately 40+ words per minute. Ability to create and use Excel spreadsheets. Ability to create and use Word documents. Ability to compose short memos with correct grammar, clear meaning, and accurate spelling. Ability to speak to clients by phone using correct grammar, reflective listening, and receive and document information accurately. Ability to maintain composure when addressing clients about problems. Ability to organize multiple tasks and track and assure completion. Ability to execute simple math equations, including percentages. Bilingual – Spanish/English or other language preferred, with fluent ability to speak and understand.  |
| Other: | Reliable transportation, proof of auto liability coverage, and a valid driver’s license required.Must be able to pass criminal background check per requirements of agencies licensed by HHSC. Proof of Covid vaccination required. |
| **Environmental and Working Conditions:** |
| Works between remote and office as required. Will need to be flexible with work schedule and periodically work extended hours. High call volume.  |

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| **Physical and Mental Effort:** |
| Visual/hearing ability sufficient to comprehend written/verbal communication. Able to deal effectively with stress. Meet requirements of agency infection control policies. Work requires the physical demands of sitting, standing, bending, lifting, stooping, or performing other work requiring light physical exertion on an intermittent basis. |

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| **Essential Functions:** |
| * Process and approve time thru Kantime.
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| * Review all late timesheets.
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| * Complete Vesta Maintenance
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| * Monitor Vesta Geographic location.
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| * Assist with paystub portal.
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| * Assist Client and Attendant with all payroll issues by phone, ticketing system and walk-in.
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| * Update all employer information in Kantime.
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| * Support all location issues in Vesta.
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| * Correct Billing issues in Vesta.
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| * Ensure that all services presented for payment are within budget and billable.
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| * Export time from Vesta to be processed by the Payroll Coordinator and Payroll Manager.
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| * Coordinate with FMSS and Billing Departments to research payroll discrepancies and solve problems.
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| * Respond to disputes or complaints submitted by HHSC and/or the client in the manner prescribed by agency procedure. Give required information to the Compliance Coordinator.
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| * Attend meetings and training sessions as required to assist with continuous improvement of organizational processes and increase personal knowledge and skills. Assist with the quality improvement programs by monitoring all aspects of assigned programs and implement program modifications where indicated.
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| * Carry out other duties as assigned.
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**Statement of Understanding:** I have read the above job description and essential functions. I understand and agree to carry out these responsibilities as assigned. I understand and acknowledge that nothing contained in this job description may be construed as limiting the employer’s right to discipline or terminate my employment at any time for failure to perform satisfactorily.

Employee’s Signature: Date:

Manager’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: