

Payroll/Billing Manager

Americas: Canada (virtual)

The Payroll /Billing Manager is responsible for ensuring all payroll/billing transactions are meeting all regulatory compliance standards and customer expectations. This includes but is not limited to minimum wage, overtime, PTO and sick ordinances. The position manages the day-to-day entry of time and ensure all deadlines for all payroll cycles are met. The role also oversees payroll imports and processing from other software applications.

What you'll get to do:

- Oversee time entry for various pay cycles and timelines to ensure payroll deadlines are met
- Manage day to day payroll/billing staff and establish service level standards to deliver exemplary Customer Service and support.
- Maintain the Payroll Summary documentation with relation to client specific timelines and requirements
- Identify and provide written specifications for IT Development when payroll software system needs to be updated.
- Work with L&D to maintain and update FAQ's and Quick Reference Guides for detailing entry specific processes
- Identify and provide written specifications for reporting needs and efficiency improvements related to technology for the overall payroll/billing department.
- Collaborate with L&D to provide staff training and refresher courses on a regular basis. Training to include but not limited to system enhancements and changes to regulations that will affect processing.
- Ensure time entry specialists are meeting payroll and billing needs of all full services swim lanes
- Identify best practice process for efficient monitoring of payroll time entry
- Immediately resolve or escalate payroll delivery problems to management.
- Resolve any wage related employee issues that are escalated by the staff, providing accurate information in a timely manner to employees, courts, and agencies.
- Actively participate in the hiring of new staff within the department
- Create and maintain the payroll training plan, oversee the training of each team member, and ensure coverage for all functions
- Monitor and promote learning and growth
- Initiate both department and individual goal plans
- Review staff vacation requests and monthly expenses

Skills and experience we value:

- Associates degree or equivalent combination of education and experience is required.
- Minimum 5 years prior payroll experience.
- Preferred PCP or CPM designation.
- Prior supervisory experience handling payrolls of 5000 plus employees in a multi-jurisdictional environment.
- Strong analytical skills, organized, responsive and highly thorough problem solver.



- Must have excellent knowledge (“power” user) of Microsoft applications, Word, Excel, Outlook, PowerPoint and Teams.
- Excellent verbal and written communication skills and math skills.
- Demonstrated experience handling and protecting confidential information/material.

Benefits and location:

- Eligible for variable compensation plan based on performance and company goals
- Flexible Work Program (work from home and hybrid options)
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Many more ancillary benefits

How to apply:

Send your cover letter and resume to recruiter@people20.com and reference the job title and location.

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