

Payroll & Benefits Specialist

This position currently follows a hybrid work schedule, with three in-office days. Tuesday and Thursday are Company anchor days, and the third day will be worked out with your manager.

Position Summary

As a member of the Human Resources department, the Payroll & Benefits Specialist provides payroll, benefits, and general HR services and support to employees and managers both on-site and remotely. The position is responsible for maintaining accurate employee benefit and payroll data, coordinating and processing bi-weekly payroll for over 275 employees across three companies, managing benefits enrollments and changes with vendors, and assisting employees with payroll and benefits questions. The Payroll & Benefits Specialist is also involved in various aspects of the Human Resource function, including HR operations, employee engagement initiatives, and wellness programs. This position requires the ability to balance day-to-day operational deliverables with project work efficiently and professionally, ensuring strict confidentiality.

Principal Accountabilities

Payroll and HRIS

- Maintain the integrity of the ADP Workforce Now system.
- Process bi-weekly payroll for Quincy Mutual and subsidiaries.
- Enter new hire information into HRIS/payroll system.
- Monitor time & attendance and time off requests.
- Process annual compensation changes and bonuses.
- Assist with year-end payroll processing and system configurations.
- Create and distribute reports as needed.
- Assist with retrieving payroll information for annual audits.
- Research and resolve tax issues with MADOR and IRS.

Benefits Administration

- Administer benefits, including enrollment, termination, and billing.
- Monitor and process COBRA payments and draft letters.
- Calculate leave of absence payments, update leave tracking, and process payments in payroll system.
- Track leave status changes, update systems, and monitor compliance.
- Monitor Workers Compensation billing and support annual audits.
- Balance monthly insurance invoices and submit to Accounting for processing.
- Provide recommendations and support Wellness program activities.
- Serve as a backup for pension program and 401(k).
- Collaborate with leaders on planning and executing annual health and FSA open enrollments, processing changes, and reporting on metrics.

Employee Engagement

- Conduct new employee orientation and on-boarding activities, ensuring timely completion of paperwork.
- Assist HR leadership with planning and executing employee engagement activities/programs.

- Assist employees with Charitable Match program queries, process forms, and reconcile spreadsheets.
- Collaborate with leaders and learning development vendors.
- Monitor tuition reimbursement and taxable tuition.

HR Operations

- Oversee onsite parking program, first aid recertifications, and supplies.
- Manage snack/beverage vendor, including ordering, maintenance coordination, and inventory of supplies.
- Identify opportunities for process improvements and make recommendations for increased efficiency.
- Partner with HR team on strategic and operational projects.
- Ensure compliance with Federal and State laws.

Competencies

Job Knowledge

- Maintains the skills and information required to perform the job, including keeping up to date on changes in payroll and benefits laws and.
- Stays current on new technology and industry trends in HR systems.

Communication and Relationship Building

- Assists employees with personal information changes, payroll and benefits questions, interacting effectively, listening actively and instilling confidence.
- Drafts clear, audience appropriate content for Company communications.
- Participates in cross department work, effectively collaborating within the team and across groups.
- Maintains a professional demeanor in all exchanges.
- Demonstrates a service-oriented approach in internal and external customer interactions.

Delivery and Productivity

- Organizes tasks and work responsibilities to achieve objectives and meet deadlines.
- Pays close attention to detail, accuracy, and completeness.

Judgement

- Understands decision-making parameters and effectively operates within them.
- Escalates the right issues in a timely manner.
- Maintains integrity in all actions.

Business Insight and Analytics

- Understands and effectively considers the data elements critical to making decisions or managing payroll, benefits and general HR workflows
- Identifies problems and works on solutions.
- Understands HR, payroll and benefits data and is accountable for the metrics used to measure performance.

Grit and Approach to Work

- Adapts to changing work environments and HR / business priorities.

- Accepts and acts on feedback, learning from setbacks and mistakes.

Entrepreneurial Spirit

- Is open to new ideas.
- Identifies process improvements and/or opportunities to grow the business.

Leadership

- Works to understand company vision, value proposition, and department objectives.
- Exhibits a growth/continual learning mindset, including learning new skills.
- Supports the growth and development of peers.
- Is inclusive in all interactions.

Job Requirements

Experience

- Minimum 3 years of consistent Human Resources experience, including at least two years of payroll experience.
- Proficiency in working with an HR Information/Payroll System is a must.
- ADP Workforce Now and Reporting experience is a plus.
- Experience with developing and implementing process improvements.
- Familiarity with commonly used concepts, practices, policies, and federal and state regulations within HR fields.

Education

- BS/BA in Human Resources, Business, or related field, or equivalent preferred.

Skills

- Ability to maintain strict confidentiality.
- Strong organizational and time management skills.
- High level of professionalism and strong sense of accountability.
- Excellent collaboration skills and written/verbal communication skills.
- Ability to process and present analytical information.
- Detail-oriented and deadline-driven.
- Able to make recommendations to resolve problems and issues.

Values

- Demonstrates integrity and professionalism in all actions.
- Embraces continuous learning and development.
- Exhibits a strong sense of accountability and reliability.

This job description is not all-inclusive and may include additional duties as needed. It does not constitute a contract for employment.