

JOB DESCRIPTION

JOB TITLE	Pay and Benefit Administrator
DEPARTMENT / PROGRAM AREA	Human Resources
REPORTING TO	Manager of Human Resources
EFFECTIVE DATE	July 2025
SALARY	Band 4

JOB SUMMARY

Reporting to the Manager of Human Resources (HR), the Pay and Benefits Administrator is responsible for the accurate and timely processing of payroll, and the administration of pension and benefits, for the District of Nipissing Social Services Administration Board (DNSSAB), ensuring adherence to provisions of applicable collective agreements, internal operating policies and procedures, and legislation.

The Pay and Benefits Administrator works closely with the HR and Corporate Services teams to ensure continuous delivery and improvements in all aspects of the organization's HR functions, including recruitment and selection, attendance and disability management, and other related areas as required. As a member of the HR team, this position provides confidential HR administrative support to the HR department and will demonstrate excellent customer service skills in interactions with staff at all levels.

JOB DUTIES AND RESPONSIBILITIES

Payroll, Pension and Benefit Administration

- Process the bi-weekly payroll for DNSSAB, Nipissing District Housing Corporation (NDHC) and Paramedic Services employees, following each employee group's pay schedule and adhering to all applicable collective agreements and non-union policies, including processing Board of Directors stipend and monthly Board Honorariums;
- Administer the group benefits plan and pension plan in accordance with prescribed guidelines from applicable benefit and pension carriers, including enrolment, issuing pension buy-back notices, years of service and pension calculations, monthly remittances, annual reconciliations, monthly benefit carrier audits etc.;
- Process employee salary changes, promotions, demotions, merit increases and other changes, and set up new employees in the Human Resources Information System (HRIS) as needed;

- Create reports and perform calculations as needed for the Manager of HR, including but not limited to retirements, terminations, collective bargaining and legal settlements;
- Ensure the accuracy of information and adherence to provincial legislation including the Employment Standards Act;
- Liaise with departmental personnel to clarify and verify information, changes and work schedules to ensure employees are paid correctly;
- Respond to employee questions related to payroll, pension and benefits, with a focus on excellent customer service, including government, Long-Term Disability (LTD), Workplace Safety and Insurance Board (WSIB) and Employment Insurance (EI) requests for payroll and staffing information;

Payroll, Pension, Benefits, and Financial Reconciliation Responsibilities

- Prepare and reconcile monthly union dues and a quarterly invoice for union business as per all applicable collective agreements;
- Prepare and process annual T4's and T4A's and Records of Employment (ROE), including amendments, and provide to employees on a timely basis and in accordance with applicable legislation;
- Prepare and reconcile monthly benefit and pension carrier remittances, ensuring timely payment avoiding delays to prevent incurring interest or penalty fees and collaborate with Finance on all related reconciliations and remittances;
- Assist with budget variance analysis relating to wage and benefits costs;
- Compile, analyse and prepare reports, including but not limited to sick leave and vacation, to be used by the senior management team in making decision;
- Provide data and financial analysis support to the Director of Finance and Administration in relation to wage and benefit costs and utilization.
- Perform regular audits of payroll, HRIS, and the paramedic scheduling system to ensure accuracy of information, including but not limited to enrolments, entitlements and appropriate benefit coverage are reflected, and when errors are identified work to resolve them as quickly as possible and communicate findings to the affected party accordingly.

Recruitment and Selection

- Support the HR Representatives with recruitment-related work including: create job bulletins, schedule and conduct interviews, create interview questions, score interviews, conduct reference checks, prepare employment offers, prepare on-boarding packages etc.;
- Assist to coordinate technical and occupational requirements for new recruitments including: HRIS profile, online document management system permissions, computer access, email, softphone, printer code, ID badge, portal access, server access etc.;
- Assist to coordinate the on-boarding and mandatory legislative training as required.

Disability Management and WSIB

- Support the HR Generalist in working with employees, management, and other key stakeholders (e.g. insurance company, WSIB, medical professionals etc.) in all aspects of attendance and disability management, including preparing correspondence regarding submission of application documentation, status of claims, accommodations and return to work plans;
- Assist to coordinate WSIB claims and complete WSIB Form 7's for workplace injuries and notify the Joint Health and Safety Committee (JHSC) of incidents or accidents as directed by the Manager of HR;
- Coordinate with the insurance carrier of active claims and HR Generalist and Paramedic Services Operations Coordinator to ensure payments are made adhering to legislation and collective agreements and arrange coordination of benefits.

Additional Responsibilities

- Provide general administrative support including: draft letters, photocopy, handle employee medical notes, scan performance reviews in HRIS system, and scan and file other confidential information etc.;
- Assist to create and maintain all records and databases;
- Maintain employee personnel files hard copies and/or electronically as required, and archive old files in accordance with the HR retention policy;
- Respond to and provide support and solutions to employees on general inquiries utilizing legislation, organizational policies, procedures and collective agreements;
- Process invoices as required, and liaise with Finance and outside vendors on inquiries related to invoices;
- Assist to develop, coordinate, enhance and implement HR programs in accordance with the needs of the DNSSAB, corporate expectations and/or legislative requirements;
- Ensure and maintain compliance in accordance with employment and other related legislation, including the Occupational Health and Safety Act (OHSA), Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act (AODA), Workplace Safety and Insurance Act (WSIA);
- Maintain confidentiality of all HR information related to employees, payroll, benefits, disability, medical information, discipline, performance etc.
- **As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.**

QUALIFICATIONS

- Two year post-secondary diploma in Payroll, HR Management, Business Administration, Accounting or Finance or related acceptable program is required;
- Payroll Compliance Practitioner (PCP) payroll designation is an asset;
- Two years' experience in HR, payroll, accounting or finance administration in a multi-faceted environment, preferably within the public sector. Experience with ADP payroll software is considered an asset;
- Excellent knowledge of payroll-related tax legislation and employment standards (payroll source deductions, EHT, statutory holidays, overtime etc.);
- Strong problem solving and analytical skills; meticulous attention to detail;
- Strong working knowledge of MS Word and advanced MS Excel skills is required;
- Knowledge of the Employment Standards Act (ESA) and other related legislation, including the Occupational Health and Safety Act (OHSA), Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act (AODA), Workplace Safety and Insurance Act (WSIA), the Ontario Human Rights Code, and the Freedom of Information and Protection of Privacy Act an asset;
- Excellent interpersonal, organizational, and presentation skills including excellent oral and written communication skills;
- Demonstrated professionalism when dealing with confidential and sensitive information;
- Strong team player and customer service orientation with the ability to work independently and with all levels of the organization;
- Ability to manage daily workload, set priorities and meet required deadlines in a fast-paced environment while managing competing demands;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Flexibility of hours and location of work may be required;
- Valid Ontario Driver's License and a vehicle available for use on the job.