

OAKLAND UNIFIED SCHOOL DISTRICT
Office of the Superintendent of Schools

May 14, 2014

Legislative File	
File ID Number:	14-0618
Introduction Date:	05/14/2014
Enactment Number:	14-0751
Enactment Date:	5-14-14
By:	

TO: Board of Education

FROM: Gary Yee, Ed.D., Acting Superintendent
Vernon Hal, Deputy Superintendent, Business and Operations
Brigitte Marshall, Associate Superintendent, Human Resources Services and Support

SUBJECT: Creation of Program Manager, Payroll Customer Service - Payroll Department

ACTION REQUESTED

Approval by the Board of Education of Resolution No. 1314-1077– Creation of Program Manager, Payroll Customer Service - Payroll Department.

DISCUSSION

As part of its ongoing work to revise and update the job classifications needed to implement the strategic plan, Human Resources Services and Support is presenting a new job classification needed by the Payroll Department to complete its assigned work.

Payroll Department

Create

Position Title/FTE

Program Manager, Payroll Customer Service
Facilities Department (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 16: \$69,718.70 - \$88,980.25

12 months, 261 days, 7.5 hours

Funding

General Purpose,
Resource, 0000-983

BUDGET IMPACT

This position will be funded by General Purpose funds.

RECOMMENDATION

Approval by the Board of Education of Resolution No. 1314-1077– Creation of Program Manager, Payroll Customer Service - Payroll Department.

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**RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT
Resolution No. 1314-1077**

- Payroll Department -

Create

- Program Manager, Payroll Customer Service -

WHEREAS, it is the goal of the Oakland Unified School District to ensure organizational effectiveness, efficiency and accountability to further student achievement; and

WHEREAS, it is the intent of the District to develop a structure which focuses on providing high standards of service and increasing accountability across the system; and

WHEREAS, the position aligns with the District's priority of a Full Service Community School District and to enhance servicing our students, schools and community, and

NOW, THEREFORE, BE IT RESOLVED that the Board of Education hereby creates the position of Program Manager, Payroll Customer Service – Payroll Department, attached hereto, and confirms said position's placement on the salary schedule/ranges, as stated herein, effective 12:01 a.m., April 24, 2014, as follows:

Payroll Department

Create

Position Title/FTE

Program Manager, Payroll Customer Service
Facilities Department (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 16: \$69,718.70 - \$88,980.25

12 months, 261 days, 7.5 hours

and,

Funding

General Purpose,
Resource, 0000-983

BE, IT FURTHER RESOLVED, that the Board authorizes 1.0 FTE for the position as so stated above.

Passed by the following vote:

AYES: Jody London, Jumoke Hinton Hodge, Anne Washington, Roseann Torres,
Christopher Dobbins, and Vice President James Harris

NOES: None

ABSTAINED: None

ABSENT: President David Kakishiba

I hereby certify that the foregoing is a full, true and correct copy of a Resolution passed at a Regular Meeting of the Board of Education of the Oakland Unified School District held April 23, 2014.

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OAKLAND UNIFIED SCHOOL DISTRICT

David Kakishiba
President, Board of Education

Dr. Gary Yee
Acting Superintendent and Secretary, Board of Education

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OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Program Manager, Payroll Customer Service	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Payroll	CLASSIFICATION:	Classified Management Confidential
FLSA:	Exempt	WORK YEAR/HOURS	261 days / 7.5 hours
ISSUED:	Created: April 2014	SALARY GRADE:	CFCA 16

BASIC FUNCTION: Perform a variety of difficult, technical duties requiring excellent communication and customer service skills; utilize specialized knowledge and independent judgment to solve payroll issues and concerns involving frequent and responsible public contact; communicate effectively, both orally and in writing, to internal and external customers using District and department set standards to provide for accurate and timely responses to inquiries.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

ESSENTIAL FUNCTIONS

Respond to payroll related inquiries and issues; provide superior customer service to internal and external customers, both verbally and written, using departmental procedures and processes to ensure questions, problems and concerns are handled accurately and in a timely manner; answer the main payroll line and route calls as appropriate; assist with unexpected/urgent situations as needed.

Understand systems and assist in analyzing, developing, communicating and implementing system and process improvement.

Support and actively participate in the collaborative development of transparent and effective systems of communication within payroll and OUSD departments and schools.

Route online pay concerns to the department best suited to handle the issue (i.e., Payroll, HR and/or Benefits).

Research issues resulting from both written and verbal inquiries utilizing multiple resources and systems and analyze discrepancies and process appropriate corrections; resolve problems and recommend solutions and process improvements; conduct follow up review to ensure that issues were resolved as intended within the specified time frame.

Maintain a positive work atmosphere by acting and communicating in a manner which facilitates the successful resolution of all payroll questions, problems and concerns.

Take ownership and responsibility by owning the customer's issues to ensure resolution and complete follow-up.

Assist in the implementation of processes and procedures for payroll operations that reflect industry best practices.

Identify root cause or engage resources to resolve issues that occur in a constantly changing environment by troubleshooting, probing and educating staff; work collaboratively with IT staff to resolve system problems in a

way that results in systems improvements and to ensure the most effective and efficient use of technology and take maximum advantage of state of the art technology.

Assist in ensuring all payroll functions are carried out at high levels of efficiency and accuracy.

Work collaboratively with other department leaders to ensure that integration of District services is seamless, effective and efficient.

Work collaboratively with other department leaders to ensure that employees are served at the highest level.

Assist in the development of new and revised payroll procedures to comply with laws, rules and regulations; ensure service to employees; improve efficiency; and coordinate activities and services with other departments.

Communicate with other administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts at the lowest level, exchange information, and develop policies and procedures to encourage effective and efficient management controls.

Consult with employees and their representatives, and appropriate District staff to resolve grievances and complaints, and provide the department's position in regard to individual cases.

Develop effective customer-friendly information that is available to all employees to ensure clarity with regard to schedules, processes, resolution of concerns and responses to questions.

Regularly provide support to other department staff and additional payroll functions to meet deadlines.

Communicate and provide informal training regarding payroll standards/policies and requirements.

Review, verify and enter timesheets for days/hours worked to ensure employees are paid accurately and on time; use timesheets, timecards, deduction cards, and absence cards in accordance with District procedures, negotiated contracts, and other rules and regulations.

Manage creditable earning rules and reporting practices for PERS and STRS (i.e., retirement reporting).

Organize and maintain a variety of payroll related files and documents.

Work closely with Human Resources personnel to ensure that new employee information, status changes, pay adjustments, manual check requests and other issues affecting pay are completed accurately and on time.

Maintain confidentiality of privileged information.

Explain payroll policies and District procedures to all levels of staff and the public.

Process and accurately calculate Employee Action Forms.

Confer with and obtain information and advice from administrative and legal personnel and from representatives of other governmental agencies in regard to payroll policies and procedures and disseminate information as appropriate.

Attend interdepartmental meetings; represent payroll at District meetings in the absence of the Operations Payroll Officer.

Hire, manage and evaluate assigned staff.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

TRAINING, EDUCATION AND EXPERIENCE: Any combination of education, training and/or experience equivalent to: a Bachelor's degree plus courses in accounting, business procedures, algebra, math, statistics or related subjects and three years of relevant payroll, customer service and problem-solving.

Supervisory experience required

Experience developing and facilitating high functioning collaborations and teams

Demonstrated success in systems and payroll management

Prior payroll school district experience required

Experience calculating pay adjustments, specifically for certificated employees preferred

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Employment eligibility will include fingerprints, tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Conflict resolution

Applicable federal, state, and District codes, regulations, policies and procedures related to public school payroll and retirement systems

Creditable earnings rules and reporting for PERS and STRS

Basic accounting principles as it relates to payroll processing

Excellent customer service skills

Difficult, technical procedures, computers and other office equipment

Advanced record-keeping techniques

Telephone techniques, systems and etiquette

Interpersonal skills using tact, patience and courtesy; good communication skills and techniques

District policies, applicable sections of the State Education Code and other laws and regulations

Payroll procedures specific to a school district

Planning, organization and coordination needed for assigned program

Diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of District students

Exceptional English usage, grammar, spelling, vocabulary and punctuation

Computer software, hardware, and related technology

ABILITY TO:

Maintain composure under stressful situations

Handle irate customers in a calm and level-headed manner

Research and analyze issues and concerns

Recommend solutions to problems and concerns

Effectively use active listening and observation skills

Perform a variety of difficult, technical duties involving specialized knowledge and independent judgment

Understand and follow oral and written directions;

Maintain records

Analyze situations accurately and take appropriate action

Complete work accurately and as directed with many interruptions

Organize, coordinate and prioritize a large volume of payroll activities

Identify and resolve payroll issues in a timely manner

Explain complex problems and solutions in clear, concise and compelling ways

Facilitate discussion and learning activities towards a clear end

Establish and maintain effective working relationships with others of diverse backgrounds, experience, and personalities

Work independently and drive results

Produce high quality work, including strong attention to detail

Solve complex problems and think boldly

Focus on continuous improvement

Communicate effectively in English orally and in writing with others

Work in a fast-paced environment

Work as an integral member of a team

Operate personal computer, related software, and other office equipment

WORKING CONDITIONS

ENVIRONMENT:

Diverse office environment; driving a vehicle to conduct work; fast-paced work; constant interruptions; customers may be upset and/or difficult to work with

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.