

PAY AND BENEFITS SPECIALIST I/II

DEFINITION

Under general supervision, provides the full range of pay and benefits services for assigned areas in the judicial branch; performs related work as assigned.

CLASS CHARACTERISTICS

Pay and Benefits Specialist I is the entry-level class in the Pay and Benefits Specialist series. Initially under close supervision, incumbents learn the payroll and benefits services processes. As experience is gained, there is greater independence of action within established guidelines. Incumbents may advance to the journey level after gaining experience and demonstrating proficiency that meets the qualifications of the higher-level class. This class is alternately staffed with Pay and Benefits Specialist II.

Pay and Benefits Specialist II is the journey-level class in the Pay and Benefits Specialist series. Incumbents are fully competent to independently provide the full range of payroll and benefits services for judicial officers, branch employees, supervisors, and management. This work includes analyzing, researching, and responding to technical, complex, and often sensitive pay and benefits questions. These inquiries are often presented in an emotional, confrontational manner, requiring incumbents to respond thoroughly, calmly, and diplomatically. In addition, incumbents are responsible for reconciling official records; processing payroll and benefits transactions; maintaining transaction databases; reviewing, completing, and processing a variety of payroll and benefits-related documents; performing various calculations; completing standard and individual correspondence; and maintaining related reports, logs, and records. This class is distinguished from Senior Pay and Benefits Specialist in that the latter provides lead direction and work review to assigned staff and/or performs complex and specialized work.

EXAMPLES OF DUTIES (*illustrative only*)

- Researches, evaluates, and responds to questions from employees regarding pay issues, benefits eligibility, leave, pension and deferred contribution retirement plans, Industrial and Non-Industrial (NDI) disabilities, and other technical, complex, and often sensitive issues.
- Implements branch-wide pay and benefits changes for assigned areas, including analyzing employment history, making and reviewing payroll calculations, identifying and evaluating the situation to resolve problems, and making corrections to ensure accuracy.
- Processes a variety of payroll and benefits-related transactions, including entering transactions into databases, and completing and forwarding required forms; handles requests from other state and local agencies and courts regarding salary garnishments, unemployment claims, etc.; responds to requests for employment verification.
- Reviews, documents, and processes employment actions, including promotions, transfers, training and development assignments, separations, etc.; ensures appropriateness of action in

relation to minimum qualifications, employee eligibility, and other pertinent policies; resolves problems with appropriate analyst or supervisor.

- Provides information to employees regarding payroll issues and benefits programs.
- Maintains Leave Accounting System for assigned areas; updates time and attendance records to ensure accuracy; researches and resolves discrepancies; responds to requests from management for historical leave information.
- Conducts individual new employee orientations, explaining benefit programs and ensuring that all documents required to enter new employees into the system are completed.
- Calculates days, hours, and amounts necessary to supplement NDI; prepares comparative calculations of various Workers' Compensation programs to assist employees in choosing available options; maintains contacts with health providers.
- Works with the Employee Development Department regarding NDI claims; works with Workers' Compensation analysts to clarify payroll issues and time frames.
- Advises and assists branch liaisons and employees on issues related to pay and benefits administration.
- Works with the State Controller's Office and the Judicial Council's Budget unit to maintain budgeted positions; assures employees are appointed to proper positions; prepares documentation when necessary to resolve discrepancies.
- Prepares correspondence related to payroll or benefits actions as needed.
- Maintains official employee records and employment and payroll files.

WORKING CONDITIONS

- Must be available to work overtime and on weekends and holidays.
- May be required to travel statewide as necessary.

QUALIFICATIONS

Knowledge of:

- Principles, practices, and practical application of human resources laws, rules, regulations, and policies relating to payroll and benefits administration.
- The operation of personal computers and the use of specified computer applications, such as word processing, spread sheets and specialized databases.
- Conflict resolution techniques.
- Correct business English.
- Organizational policies and procedures.
- Principles and techniques of preparing a variety of effective written materials.
- Basic principles of organizing and summarizing data and information.

Ability to:

- Review, interpret, explain, and apply payroll and benefits administration laws, rules, regulations, and policies.
- Research, compile, analyze, and summarize payroll and benefits data and information.
- Prepare clear and concise reports, correspondence, and other written materials.
- Use initiative and judgment within established guidelines.

- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Operate personal computers and use specified computer applications, such as word processing, spreadsheets, and specialized databases.
- Communicate effectively in English, orally and in writing.
- Use tact and discretion to establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Pay and Benefits Specialist I: Equivalent to an associate degree, preferably with major course work in personnel, public, or business administration, and two years of experience organizing and performing human resources payroll and benefits administration work.

Pay and Benefits Specialist II: Equivalent to an associate degree, preferably with major course work in personnel, public, or business administration, and three years of experience organizing and performing human resources payroll and benefits administration work.

Additional directly related experience may be substituted for the education on a year-for-year basis. Additional directly related college-level education may be substituted for the experience on a year-for-year basis.