Job Description

PimaCommunityCollege

Position Title: HRIS Employee Service Center Analyst 3

Job Family: Human Resources

Job Level: Professional - Senior

FLSA Status: Exempt

Salary Grade: 08

Position Summary:

The HRIS Employee Service Center (ESC) Analyst 3 serve as an autonomous agent to audit operations and manage projects that advance and support the three operational units of the department: Payroll, Benefits, and Employee Processing. The HRIS Employee Service Center Analyst 3 audits the work of the Payroll, Benefits, and Employee Processing teams to ensure the efficiency and accuracy of operations to ensure that the College meets its obligation to pay all employees accurately and on time. The HRIS Employee Service Center Analyst 3 is responsible for efforts ensure the integrity of the data housed in the College's Banner information system: the database of record for the College's employment, benefits, and compensation data.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Identifies opportunities for process improvements within ESC operations and technology, developing solutions to enhance efficiency and effectiveness.

2. Develops strategies, technological tools, and data research methods necessary to maintain the highest level of data integrity through rigorous analysis and auditing.

3. Conducts regular audits of ESC data and processes to mitigate risks and ensure compliance. Provides guidance on ESC compliance issues and develop strategies to address potential risks.

4. Serve as the ESC Security Officer including developing, reviewing, and applying ESC information systems' security standards. Reviews and approves requests for access to ESC information systems, including confidential systems containing HIPAA protected data.

5. Develops and manages systems, tools, and processes to continuously and effectively monitor compliance with statutes and regulations regarding compensation timeliness and accuracy, and employee benefits eligibility.

6. Develop standards, monitor performance, and communicate with the ESC managers regarding operational performance and effectiveness. Ensures compliance with federal, state, and local employment laws and regulations.

7. Analyzes ESC data to identify trends, patterns, and insights that inform strategic departmental decisions, particularly in the areas of Payroll, Benefits, and Employee Processing. Identifies critical data sources necessary to achieve desired business outcomes.

8. Reconciles payroll and benefits liability accounts. Researches and resolves complex reconciliations of payroll and benefits activity in the general ledger. Communicates with accounting, budget, and reporting personnel to ensure compliance with financial reporting regulations.

9. Investigates and resolves discrepancies in employee compensation to ensure the accurate payment and administration of benefits to personnel; ensures the resolution of errors in payments to employees and contributions to benefits providers including coordinating the recovery of overpayments.

10. Serves as project manager providing technical leadership during planning, coordinating, and review through all phases of projects. Leads ESC evaluation and testing of ERP upgrades. Leads the implementation of new technological tools or systems.

11. Collaborates with IT to troubleshoot issues with systems, processes, or transactions. Coordinates with Faculty Qualifications and Hiring and initiating departments to ensure the efficient operations of the ePAF and FLAC systems.

12. Reengineers processes that impact the entirety of ESC operations as needed. Documents processes, creates desk manuals and user guides, and maintains databases and libraries of materials and records.

13. Collaborates with Finance on the reconciliation of payroll and benefits activities with the general ledger.

14. Collaborates independently with key stakeholders to understand complex business challenges and opportunities and develops data solutions that meet the business intelligence or insights needs.

15. Analyzes data, forming conclusions and recommendations, producing insights that will help shape effective strategies to achieve department outcomes. Conducts in-depth analysis of Payroll, Benefits, and Employee Processing data to support institutional goals.

16. Identifies data quality issues and works with the relevant teams (as needed) to resolve the data quality issues discovered during the business intelligence and insights process. Ensures data accuracy and integrity across all ESC systems and reports.

17. Prepares and presents findings and recommendations to key stakeholders and management in order to influence business to take action. Uses data storytelling techniques to present complex data insights in a clear and actionable manner to non-technical audiences.

18. Conduct investigations and develop reports suitable for presentation to Executive Leadership.

19. Collaborates leadership and employees to promote the adoption and effective data use. Provides consultation for reports and/or dashboards for end users.

20. Coordinates and manages cross-functional and multi-department initiatives and projects such as fiscal year roll.

21. Provides mentoring and training to junior team members to aid in their individual development to help improve overall team performance.

22. Serves as the department's representative to the Banner operational leadership group.

23. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of computer and network operating systems
3. Knowledge of advising and counseling practices

4. Knowledge of human resources principles and practices
5. Knowledge of internal and external customer service principles and practices
6. Knowledge and application of organizational and time management principles
7. Knowledge of project management principles
8. Skill in analyzing data and drawing conclusions
9. Skill in current and applicable computer programming languages relative to the assignment
10. Skill in current and applicable hardware, software, and peripheral equipment
11. Skill in problem solving
12. Skill in coordinating and monitoring the work of others
13. Skill in effective communication (both written and oral)
14. Skill in project management principles, processes, and techniques
15. Skill in performing a variety of duties, often changing from one task to another of a different nature
16. Ability to apply effective and accurate data entry and typing skills
17. Ability to develop and maintain effective and positive working relationships
18. Ability to adapt to a rapidly changing technical environment

Supervision:

- May guide work of others who perform essentially the same work. May organize, set priorities, schedule, and review work, may interview and make recommendations on hiring, and provide input into performance reviews. Does not have responsibility for termination or making pay decisions.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.
- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Human Resources, Business Administration, Data Analytics, Computer Science, or a related field required.
- Master's degree in or a closely related field of study preferred.
- Three (3) to Five (5) years of HR analysis, data analytics, or a related field.
- Five plus (5+) years of related experience preferred
- HR Certification preferred

  OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required