JOB DESCRIPTION
PAYROLL CLERK/CUSTOMER SERVICE REPRESENTATIVE

Supervised By: Finance Director/Treasurer
Supervises: Student Co-op workers
Position Type: Full-Time, Non-Union, Gr 1 & 2
Compensation: Hourly
FLSA Classification: Non-Exempt, At-Will
Equal Opportunity Statement: The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Position Summary:

Under the supervision of the Finance Director/Treasurer, the Payroll Clerk performs advanced administrative, technical, and customer service duties related to the processing and maintenance of the City's payroll, benefits, and personnel records. Work involves accurate and timely preparation of bi-weekly and monthly payrolls, maintaining employee records, processing deductions and benefit contributions, ensuring compliance with FLSA and tax regulations, and responding to inquiries from staff regarding payroll, benefits, and employment documentation. The position requires strong attention to detail, confidentiality, excellent communication skills, and the ability to work effectively with coworkers, vendors, and the public.

Essential Duties & Responsibilities:

Payroll Processing

- Prepare and process bi-weekly and monthly payroll, direct deposits, and payroll liability payments.
- Reconcile payroll against department timesheets and calculate wage assignments, taxes, deductions, benefits, and leave adjustments.
- Enter, update, and maintain payroll database information for new hires, terminations, deductions, insurance benefits, retirement contributions, and leave balances.
- Prepare and issue off-cycle checks as needed (tuition reimbursements, allowances, corrections, etc.).
- Prepare and submit quarterly and annual payroll reporting, including Federal and State tax filings, wage reports, and W-2 forms.

Benefits & Employee Record Administration

- Assist in the administration of health, life, retirement, and supplemental benefit programs; review invoices, reconcile premiums, and facilitate enrollment changes.
- Maintain accurate personnel and payroll files, ensuring compliance with recordkeeping and confidentiality requirements.
- Serve as a liaison between employees, insurance providers, retirement systems, and payroll software support for issue resolution.
- Process workers' compensation claims, assist with liability insurance documentation, and maintain related records.

Customer Service & Communication

- Provide timely, professional assistance to employees regarding payroll questions, benefit enrollments, deductions, and leave policies.
- Respond to inquiries regarding pay, benefit coverage, FMLA, or leave record accuracy.
- Exercise discretion and confidentiality in handling sensitive employee information.
- Respond to customer questions
- Exercise tact, patience, and professionalism in sensitive customer situations.

Reporting & Administrative Support

- Maintain accurate filing systems (electronic and paper).
- Participate in audit preparation, providing payroll data, employee listings, and payroll reconciliations.
- Assist in developing and improving payroll procedures, documentation, and internal controls.
- Provide cross-training support in Accounts Payable, Utility Billing, and other front-office operations as needed.

Required Knowledge, Skills & Abilities

- Knowledge of basic accounting principles, cash handling practices, and financial recordkeeping.
- Knowledge of Municipal payroll processing, recordkeeping, and benefit administration practices.
- Knowledge of Federal, State, and local payroll regulations, including FLSA, FMLA, retirement, and tax compliance.
- Skill in operating computers, billing software (BS&A preferred), and standard office equipment.
- Strong attention to detail and accuracy in data entry, balancing, and reconciliation.
- Ability to maintain composure while dealing with difficult or emotional customers or staff; ability to resolve issues diplomatically.
- Ability to understand, interpret, and apply policies, payroll laws, contract provisions, and procedures.
- Ability to maintain confidentiality of sensitive customer and financial information.
- Ability to plan, prioritize, and complete tasks with minimal oversight.
- Skill in managing multiple deadlines and maintaining organized records.
- Ability to work independently and collaboratively in a fast-paced administrative setting.

Minimum Qualifications

- High school diploma or GED required.
- Experience in payroll administration, accounting, human resources, or related field strongly preferred.
- Prior municipal, government, or non-profit payroll experience preferred.
- Customer service experience required.
- Proficiency in Microsoft Office required; BS&A software experience preferred.
- Ability to be bonded.

Physical Demands and Work Environment

- Work is performed primarily in an office environment with frequent interaction with staff and vendors.
- Ability to sit at a desk for extended periods and operate standard office equipment.
- Must occasionally lift and move items up to 25 pounds.
- May require periodic overtime during payroll cycles, open enrollment, or audit preparation.

Special Requirements

- Must pass background check, physical, and drug screening.
- Must maintain confidentiality and meet bonding requirements.
- May be required to attend occasional evening meetings or training sessions.
- Participation in cross-training with other Finance/Clerk functions required.