



## HR/Payroll Analyst #03130

City of Virginia Beach – Job Description  
Date of Last Revision: 03-11-2016

**FLSA Status:** Exempt

**Pay Plan:** Administrative

**Grade:** 8

### **City of Virginia Beach Organizational Mission & Values**

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

### **Class Summary**

Support and maintain the business applications used for Human Resources or Payroll. As a subject matter expert, perform information technology system operations in support of citywide HR (including position control) or Payroll systems. Participate in acceptance testing and serve as citywide power user. Coordinate efforts with the appropriate staff of the vendor and the Department of Communications and Information Technology (ComIT). Provide reporting and analysis. May supervise subordinate personnel.

### **Representative Work Functions and Responsibilities**

Ensure data integrity and accuracy of information across all Payroll or HR systems. Ensure data is tracked, maintained with metrics and reporting capabilities in place for analysis. Conduct and cooperate with reviews and audits.

Provide reporting and data extraction from the Payroll or HR Enterprise Resource Planning (ERP) Programs to meet organizational needs accurately and timely. Analyze and use complex data to produce relevant, insightful and usable information.

Analyze business operations; identify business needs and business process improvements; study, research, and analyze existing or proposed specialized applications independently or as a member of a team; conduct discussions with appropriate stakeholders to review, evaluate, and analyze existing specialized applications to define problems and information processing requirements, and to recommend procedural and operating improvements; and evaluate specialized application system performance and make recommendations for increased efficiency.

Support all phases of implementation and upgrades to Payroll/HR applications and ERPs, including vendor selection, due diligence, gathering end user requirements and make recommendations for best practice solutions. Partner with stakeholder departments to ensure accurate flow of data through interfaces.

Assist ComIT with, and participate in, acceptance testing; report system defects and recreate problems in the test environment to identify user or system errors; assist in determining causes of system problems and work with ComIT to determine appropriate corrective actions; provide liaison with ComIT and vendor for disaster recovery; work closely with vendor and ComIT technical staff; and act as intermediary between users and ComIT staff to resolve user and system problems.

Train and coach PALS and others to fully use and leverage the Payroll/HR ERPs. Train others as super-users and trainers as needed. Contribute to development of user training materials, general guidelines, and policies for the use of departmental data, and may coordinate these tasks; participate in department system training workshops, product demonstrations, and conferences; conduct user training; develop and provide briefings for staff on specialized department application services and components; and provide assistance to other staff as needed.

Assist as needed with the maintenance and inventory of departmental hardware and software.

Stay abreast of technology and regulatory changes in the field of HR and/or Payroll.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

**Performance Standards**

Effectively perform daily operation of HRIS/Payroll systems; maintain accurate data; accurately analyze business operations; conduct appropriate research in a timely manner; appropriately conduct discussions with staff to review, evaluate and analyze existing specialized applications and define problems effectively, making recommendations; accurately identify business needs and process improvements; represent the department in a professional and appropriate manner in new system implementation and appropriately coordinate department participation; assist team members with and participate in testing; effectively assist ComIT staff with troubleshooting and determining appropriate corrective actions; efficiently develop user training manuals; assist, as needed, vendor with inventory of agency hardware and software; work productively with vendor and ComIT technical staff; effectively develop briefings for staff on HRIS; and continuously stay abreast of technology and regulatory changes.

**Minimum Qualifications**

Any combination of education (above high school), training, and/or experience equivalent to six (6) years in a field related to HRIS and/or Payroll management, utilizing the required knowledge, skills, and abilities.

Must have, or obtain, a current and valid Virginia or North Carolina driver's license in accordance with Virginia or North Carolina DMV driver's license eligibility requirements.

**Preferred Qualifications**

Applicable HRIS or Payroll certification.

**Special Requirements**

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Must be available to work evenings, weekends, holidays, and overtime when required to meet operational needs.

Alpha I Status: Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

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This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

A. Knowledge

1. Knowledge of departmental operations, processes, and procedures.
2. Knowledge of capabilities of information technology software, hardware, and network communication technology.
3. Knowledge of municipal budgeting procedures.
4. Knowledge of basic, effective processes, methods, and techniques to analyze and evaluate business operations.
5. Knowledge of the philosophy, theories, practices, and techniques of current public human resources or payroll administration and related regulations.

B. Skills

1. Skill in problem solving and non-technical troubleshooting to solve day-to-day problems.
2. Skill in researching, analyzing, and reporting human resources and statistical data.
3. Skill in conveying information to individuals and a diverse adult audience, both orally and in writing, in a clear and concise manner.
4. Skill in prioritizing issues, problems, and concerns to determine how best to apply available resources and identify when to request additional assistance.
5. Skill in creating business solutions with enterprise software.
6. Skill in leading/facilitating meetings.

C. Abilities

1. Ability to maintain confidentiality.
2. Ability to work effectively with persons of diverse backgrounds.
3. Ability to establish and maintain effective working relationships with employees, HR representatives, department and city officials and others.
4. Ability to recognize problems and initiate corrective action using logical decision making techniques.
5. Ability to work with limited supervision as well as in a team environment.
6. Ability to train employees in the use of software.
7. Ability to effectively recommend change in response to organizational or departmental priorities, process improvement, legal developments, or technological advances.
8. Ability to identify various learning opportunities (training, self-study, or new work experiences) to stay abreast of trends in the field of human resource management.

**Working Conditions**

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

*NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.*

**Physical Requirements:** *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires light to medium work that involves walking, standing, stooping, and lifting some of the time and exerting up to 50 pounds of force, and routine keyboard operations.

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**Mental Requirements:** *Mental refers to the degree that the job involves cognitive activities, and use of mental processes.*

Performs specialized technical and professional work requiring detailed understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized expertise and technical and professional principles and practices in the solution of problems; requires detailed attention with medium to long periods of concentration for accurate results and occasional to frequent exposure to unusual pressure.

**Environmental Conditions:** *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves a risk of limited to no exposure to any environmental hazards.

**Sensory Requirements:** *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

This job requires normal visual acuity and field of vision, hearing, and speaking.

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