

See Rock City, Inc.
JOB DESCRIPTION

Title: Payroll and Benefits Administrator	Team: Human Resources
Reports to: Human Resources Manager	Status: Full-Time, Non-Exempt

Summary

The Payroll and Benefits Administrator is responsible for the timely and accurate processing of payroll and full administration of the benefits offerings for See Rock City, Inc. across all of its locations and entities. Under the direction of the Human Resources Manager, the Payroll and Benefits Administrator is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times.
- Enters and keeps records of personnel transactions such as hires, promotions, transfers, performance reviews, terminations, miscellaneous payroll deductions, and pay increases.
- Maintains payroll records accurately, in compliance with internal policies and legal requirements.
- Processes bi-weekly payroll for multi-state organization, creating payroll file to be submitted to payroll outsourcing vendor for timely and accurate payment, ensuring accuracy of hours, deductions, rates, and other payroll-related information.
- Monitors the use and balances of benefit days for partners.
- Administers all See Rock City, Inc. benefits programs such as medical, dental, life, FMLA, and disability insurance, as well as the cafeteria plan.
- Processes unemployment paperwork and separation notices, in-line with organizational and legal requirements for multiple states. Responds to unemployment inquiries. Ensures timely and accurate payment of unemployment taxes.
- Notifies newly eligible partners about benefits options and timelines and educates benefits-eligible partners about benefits plan options and details and manages enrollment, changes, and terminations within the programs.
- Assists with annual benefits renewal process, working alongside the HR Director, HR Manager, and benefits broker.
- Reviews monthly benefits billing for accuracy and facilitates ensuring timely payments.
- Assists with administration of the 401(k) Profit Sharing Thrift Plan, including bi-weekly deduction processing, enrollment changes, withdrawals, transfers, and questions. Also facilitates the quarterly 401(k) enrollment process.
- Primary point of contact for processing and facilitating the Workers' Compensation process in case of any partner incidents or injuries and ensures ongoing compliance with Workers' Compensation and OSHA reporting requirements.
- Maintains knowledge of employment law, ensuring compliance with all federal and state laws throughout the payroll and benefits administration process.
- Ensures EEOC information is entered in an accurate and timely manner for all new hires and assists in the annual EEOC reporting process.
- Monitors partner statuses and eligibility in line with all ACA parameters and regulations on an ongoing basis.
- Prepares and maintains various reports for integration into Accounting software.
- Ensures all paperwork is handled in an accurate and timely manner.
- Ensures that company policies and procedures are followed at all times.
- Performs other duties as assigned by management.

Qualifications

- Bachelor's Degree in Human Resources, Business Administration, Accounting, or related field required.
- Minimum 3 years' experience in payroll and benefits administration, or directly related position in a customer service focused environment/industry. Experience in a multi-state, multiple-entity environment preferred.

- Knowledge and understanding of state and federal employment law as well as HR industry best practices, including benefits plans and structures, payroll processing dynamics and requirements, unemployment processes, ACA, EEOC, OSHA, FMLA, and FLSA.
- Excellent written and verbal communication skills.
- Superior attention to detail.
- Excellent analytical skills with the ability to read, generate, analyze, and present data to members of leadership.
- Desire and ability to provide excellent guest service.
- Excellent computer skills with proficiency in MS Office and related software, with high level of proficiency in Excel to both create and maintain complex reports.
- Excellent organizational and time management skills.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Must be able to lift/move up to 20 pounds. Required to stoop, kneel, or crouch occasionally. Required to walk trail regularly.