

## Payroll Operations Manager

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### **ABOUT AGH:**

As one of the top 200 CPA and advisory firms in the U.S., AGH has been serving closely held and privately-owned entrepreneurial firms and public sector organizations for more than 80 years. AGH is based in the central U.S., but the firm's reach and specialized expertise available to clients spans the globe. AGH's more than 130 professionals serve as trusted advisors and provide clients with a broad portfolio of tax, assurance and advisory services.

### **POSITION SUMMARY:**

The Payroll Operations Manager leads the day-to-day operations of our payroll department, including planning, directing, coordinating and reporting on the work activities and resources necessary for payroll production, tax compliance related issues and excellent client service.

### **ESSENTIAL RESPONSIBILITIES:**

#### **Payroll Operations Management**

- Manage the overall day-to-day operations and personnel involved with payroll processing
- Shares in the maintenance of all payroll clients, including day-to-day client communications
- Oversee onboarding of new clients
- Responsible for continual educational updates and training of clients
- Develops and updates payroll processing procedures, including client route sheets, processing checklists, and other documents
- Monitors and implements software changes and updates
- Updates client information and checklists as necessary
- Customer support of client issues and troubleshoot system issues
- Research and resolve client problems through written and oral communication
- Manages payroll client relationships and communicates well with firmwide client relationship managers for shared clients
- Communicates regularly with client contacts via telephone and e-mail
- Acts as a payroll knowledge resource to the rest of the firm, including handling payroll related questions / issues for non-payroll clients of the firm
- Communicates regularly amongst payroll team members
- Reviews daily processing as well as quarter-end and year-end compliance returns
- Maintaining staff schedules
- Retention of payroll staff

#### **Regulatory Compliance**

- Monitors and implements federal, state and local regulatory compliance changes
- Tests software updates to ensure compliance with regulatory requirements
- ACA reporting

#### **Administrative Functions**

- Oversee client contracts and client billing practices, including reviewing and updating client pricing models
- Oversee payroll vendors and related contracts
- Responsible for payroll financial reporting, including improvement of key financial metrics due to efficiencies

- Responsible for continued growth of payroll practice in terms of both number of clients and gross and net fees
- Payroll vendor management and invoicing
- Client communications including updates and alerts
- Maintenance of payroll software as assigned
- Special projects and other tasks as assigned

#### **QUALIFICATIONS:**

- High school diploma or equivalent required
- Five years of payroll experience required
- Three to five years of experience managing a group of staff and process required
- Fundamental Payroll Certification (FPC) and/or Certified Payroll Professional (CPP) - preferred
- Proficiency in Microsoft Excel, Word, and Outlook, especially data manipulation
- Knowledge of payroll laws, including payroll tax compliance in multiple states and localities, the Affordable Care Act (ACA) and related reporting requirements.
- Strong organizational skills, ability to prioritize and organize job demands and responsibilities to meet critical deadlines
- Fast, accurate, detail-oriented with strong quality control
- Reliable, punctual, self-motivated, and deadline driven
- Professional, courteous, and client-focused
- Team-oriented yet able to work independently, follow direction, and take initiative
- Strong communication skills across all levels
- Maintains strict confidentiality
- Able to manage multiple projects and meet deadlines
- Excellent customer service, problem-solving, and decision-making skills

#### **WORK ENVIRONMENT:**

- These duties will be performed in a professional office environment. The noise level is usually minimal.
- Must be able to work onsite at the employer's location as well as onsite at the client.
- Must be available to work outside of the normal business hours as needed to meet deadlines, especially immediately after quarter end and year end.

#### **WHY WORK FOR US:**

At AGH, you will find an environment where good work is rewarded, and growth is valued. AGH offers competitive wages to qualified individuals and the opportunity to grow professionally and personally through diverse work experience and formal training. Our top five people initiatives are:

- A challenging variety of work in a continuous learning environment
- Career/life integration
- Flexible work environment with great opportunity for advancement
- Ability to make a difference with clients and influence the AGH culture
- Individualized career pathing