

## Job Description

Job Title: Operations Support I      Job Code: 900790      Job Family: Administrative

Pay Grade: JC.14.14      FLSA: Non-Exempt      EEO: Office-Clerical

Department/Agency: Countywide      Position Number(s):

Recommended Position Title(s): Operations Practitioner

The following Core Competencies apply to everyone and are essential to all County jobs:

- **Accountability** – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- **Communication** – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- **Customer Focus & Public Relations** – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- **Initiative** – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- **Safety** – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- **Teamwork** – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

### Essential Duties:

- Runs multiple payroll and labor distribution jobs; works collaboratively with Accounting, Budget and departments/agencies to resolve GL/GA posting issues; assists departments with making labor distribution adjustments; mentors departments on data to be entered into OTL/OTM timecard and Absence Management; calculates Sick Disability payments; calculates, maintains, enters and reconciles employee wage garnishments; guides and mentors payroll representatives and other staff at all levels on payroll policies and procedures; communicates with HR and the agencies on the resolution of reporting or processing issues; reviews and processes employee data received via supporting documentation; determines if further documentation is required and contacts appropriate individuals to secure the documentation; determines if the requested transaction is appropriate; resolves discrepancies, with minimum supervision, through research and collaboration with others; enrolls new hires in KPERS via the employer web portal and answers employee questions as they arise.
- Enters temporary total/partial disability payments into the Riskmaster employee claim file; provides Payroll the TTD or TPD amounts for employees who are due; sends out the Work Comp warning letter for employees who are receiving TTD/TPD for the first time; runs Motor Vehicle background checks annually for County employees that drive County vehicles; prepares payroll wage statements for injured employees; prepares the weekly Thomas McGee ACH request; assists in balancing the quarterly audit of the WC and PC checking accounts.
- Conducts testing in Oracle on upgrades and patches; identifies and reports system errors/exceptions; collaborates and assists the Department of Human Resources on employee and position related transaction types; and any other Oracle processing issues that arise. Assists in training and guiding Personnel/Payroll Representatives and other staff at the department/agency level in HR policies and procedures along with TFM – Ops business processes and Self-Service Human Resources (SSHR) functionality; assists in preparing HR-related business process and user training documentation; assists supervisor, TFM-Ops management and Human Resources in planning and scheduling year-end salary transactions. Attends, participates in and acts as subject matter expert in the HR/PPR User group meeting and departmental staff meetings; serves as backup for the Vendor Master; tracks data, facilitates customer requests, and works with management and Oracle Support to improve system reporting for central and user departments.
- Administers the Employee Fitness Program to include processing enrollment, maintaining records, monitoring credit allotment, and answering employee questions; prepares and uploads data into Batch Element Entry; validates and processes the batch payroll processing of the taxable fringe benefit; assists with reasonable alternatives tracking by providing a report to the Healthcare Fund Manager of those employees who used 6 or more fitness credits; audits the JCPRD invoice monthly to ensure accuracy; monitors JCPRD fitness facility attendance reports to identify employees/spouses who do not attend the minimum number for facility visits and provides report to Healthcare Fund Manager. Performs miscellaneous duties; tracks data, facilitates customer requests, and work with TFM-Ops management and OSC to improve system reporting for central and user departments.

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### Supervisory Responsibilities:

- Yes  No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

*Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.*

### Minimum Job Requirements:

High school diploma or equivalent and two (2) years of experience providing payroll, benefits, or risk management administrative support.

*Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.*

### Preferred Job Requirements:

**Associate's degree** in Office Administration, Business, Accounting, or a related field and previous Oracle payroll/benefits transaction processing are preferred.

### Education/Experience Substitutions:

- Yes  No Experience may be substituted for degree.
- Yes  No Education may be substituted for experience.

### Physical, Environmental, and Special Working Conditions:

Lifting weight: 30lbs.