Payroll Officer
POSITION DESCRIPTION



Position Number:	1026
Department:	Organisational Services
Section:	Finance
Unit:	Payroll
Position Status:	Fixed Term / Full Time
Classification:	Level 3 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	Payroll Supervisor
Revised:	November 2026

General Position Statement

This position supports Council's direction by providing a range of payroll services and advice in a professional, efficient and confidential manner ensuring the development of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Undertake and reconcile payroll activities, including efficient processing, coding and input of timesheets, leave applications, claims and forms whilst exercising sound judgement and initiative.
- Undertake payroll service requests and process transactions to ensure prompt identification and appropriate action.
- Assistance with the administration of accurate and prompt processing of the fortnightly pay run.
- Processing of employee maintenance including status and hours changes, superannuation, deductions and allowances.
- Assist with the processing of advance payments and terminations.
- Provision of administrative support including general enquiries, electronic filing, mail distribution, data entry, word processing, telephone answering and other required tasks.
- Assist the Senior Payroll Officer's role as required.
- Support and mentor other payroll staff including the provision of on-the-job payroll training when required.
- Ensure a highly confidential and professional manner at all times in both daily operations and dealing with others.
- Strong commitment to align with and be focussed on building a high performing team and a results-focussed workplace culture.
- Promote the payroll team via communication of its services including attendance at toolbox talks to explain payroll related matters.



- Develop, review and maintain work instructions and guidelines to ensure they are current at all times.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated time management, planning and organisational skills.
- A proven high level of accuracy and numeracy skills, especially under pressured conditions.
- Proven experience to meet deadlines with excellent time management skills.
- Demonstrated ability to interpret Industrial Instruments.
- Working knowledge of relevant work practices and policies including taxation, superannuation and Worker's Compensation.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Ability to effectively operate Council's computer systems including Aurion, the Ci Anywhere Suite (ECM) and the MS Office Suite.

Qualifications and Experience

- Substantial experience in a payroll or similar environment.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Additional Requirements

- Ability to work in an office environment.
- Ability to work with screen-based equipment over long periods with prescribed rest breaks.
- Ability to legally operate a motor vehicle under a "C" Class Licence.



- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	