

Payroll Assistant

POSITION DESCRIPTION



Position Number:	4010
Department:	Organisational Services
Section:	Finance
Unit:	Payroll
Position Status:	Casual
Classification:	Level 2 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	Payroll Supervisor
Revised:	August 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.

- Assist the payroll team with the administration and processing of the weekly payroll including undertaking weekly data entry of timesheets and other payroll documentation.
- Provide a range of administrative support across the team including processing of forms and documentation, filing, mail and payslips and other tasks as required.
- Provide an effective and timely customer service and provision of information to clients regarding payroll and basic employment conditions.
- Provide assistance to senior officers and across Finance as required.
- Operate in a highly confidential and professional manner at all times in both daily operations and dealing with others.
- Show a strong commitment to Council's Values and behaviours.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor 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.

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Skills/Competencies

- Demonstrated experience and understanding (or ability to quickly gain knowledge) of payroll processes and basic employment conditions within a large organisation.
- Proven efficient customer service and interpersonal skills with experience in developing strong working relationships whilst maintaining strict confidentiality and discretion at all times.
- Demonstrated numeracy and financial skills with experience undertaking basic salary calculations and accurate data entry of timesheets and other payroll documentation.
- Proven time management skills with ability to work cohesively within a team environment to achieve outcomes within tight timeframes. Ability to effectively operate Council's computer systems including Aurion, ECM and the MS Office Suite.
- 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.
- Deliver Excellent Customer Service - Ability to meet customers' expectations around safety, time, cost and quality
- Adaptable to change - Ability to adapt to changing work environments, technology, work priorities and organisational needs.

Qualifications

- Relevant work experience in 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 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.

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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:	