<table>
<thead>
<tr>
<th>COMPETENCY</th>
<th>LEVEL 1</th>
<th>LEVEL 2</th>
<th>LEVEL 3</th>
<th>LEVEL 4</th>
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<tbody>
<tr>
<td><strong>Payroll Knowledge</strong></td>
<td>Familiar with concepts and applies them with guidance or assistance.</td>
<td>Independently applies knowledge or skills to common situations.</td>
<td>Exhibits excellence in performance within current role, demonstrating knowledge and skill level in complex situations.</td>
<td>Acts in an expert capacity, sharing knowledge and making contributions beyond one’s current role.</td>
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Uses specific Payroll knowledge in partnering with units and ITS to process biweekly, monthly (including exception pay), correction payrolls and accurate employee accrual records. Educate, train and coach the Timekeepers Network.

First Section Only – for Non-Payroll Professionals

All Sections – for Payroll Professionals

1. **General Payroll Knowledge**
   - Begin to understand pay cycles and cut-offs.
   - Can refer to appropriate resources.
   - Begin to understand timekeeping and pay practices as designated by policies, contracts, and the Fair Labor Standard Act.
   - Understand where resources are located and can advise customers.

2. **Pay Analysis**
   - Can refer to appropriate resources.

3. **Reports**
   - Can refer to appropriate resources.

4. **Time & Labor and Payroll Systems**
   - Can refer to appropriate resources.

5. **Taxation/Proration**
   - Can refer to appropriate resources.

6. **Timekeeper Training**
   - Can refer to appropriate resources.

7. **Problem Solving**
   - Can refer to appropriate resources.

8. **Exception Pay/Positive Pay**
   - Can refer to appropriate resources.

9. **Employee Appt Data Setup**
   - Can refer to appropriate resources.
Payroll Knowledge (cont.)

- Introduced to the basic concepts of taxation rates, formula's and proration's.
- Attends timekeeper training classes and Timekeeper Network meetings to learn the materials and how it applies to payroll processes.
- Begin to understand the importance of effective problem solving in the position.
- Introduced to the concepts of Exception Pay and Positive Pay and how they apply to timekeeping and pay processes.
- Introduced to concepts of Leave Time including accruals
- Familiar with Time and Labor employee attributes as it relates to the employee appointment information in HRMS (includes Workgroups, Employee Programs/Plans, Leave Data, FTE, etc.)
- Verifies employee setup in Time and Labor and processes appointment changes with assistance.
- Work is reviewed by others.
- May need some guidance with specific details.
- Basic understanding of Time Administration processing.
- Basic understanding of Job Data, Timesheet, and Additional Pay and how it impacts a paycheck.
- Begins to understand when a help desk ticket is necessary and submits with assistance.
- Knows where to find information regarding tax concepts, FLSA rate, gross up calculator.
- Begin to understand and apply basic formulas such as adjusting leave banks for effort changes.
- Processes timekeeping and pay calculations with assistance for more complex situations.
- Accompanies other trainers to classes or presentations and assists with handing out materials, etc.
- Can identify common, routine problems and utilize appropriate resources to resolve.
- Asks questions when appropriate in order to create best outcomes for problem solving.
- Identify types of employees covered as Exception Pay and Positive Pay; begin to apply concepts with guidance on some specific details.
- Can pull and distribute reports as needed for the team.
- Able to process all daily and payroll reports with accuracy.
- Assist newer team members with report processing and queries.
- Demonstrated understanding of Time Administration processing.
- Demonstrated understanding of how Job Data, Timesheet, and Additional Pay impact a paycheck.
- Independently submits help desk tickets. Awareness of situations which may require elevated IT attention.
- Comfortable troubleshooting system questions and/or issues by running queries/reports and analyzing data.
- Participates in piloting and testing out new system functionality as needed.
- Demonstrated ability to effectively advise others regarding basic tax concepts such as, the FLSA rate, and gross up calculator.
- Ability to apply all necessary formulas and pro-rations to timekeeping and pay processes accurately.
- Participates in classroom, departmental training sessions and other presentations, as needed.
- Demonstrates understanding of Leave Time including accruals
- Identifies and applies concepts of Exception Pay and Positive Pay; begin to apply concepts with guidance on some specific details.
- Can process Exception Report including “Payline” requests with accuracy.
- Trains/coaches on Time & Labor system, Time Administration, and paycheck creation.
- Designs new or revises existing training materials and internal processes.
- Partners with Health System Payroll Supervisor, Central Payroll Office, and IT to resolve complex system issues.
- Participates in upgrade efforts; giving input regarding how system changes may impact timekeeping and pay processes, testing new functionality, and implementation.
- Participates in discussions/meetings regarding implications of system, policy, or contract changes and make suggestions on ways to best implement new processes.
- Leads Timekeepers Network meetings.
- Designs training materials and presentations.
- Represents our customer in cross-functional work groups with responsibility for appropriate content and training delivery.
- Provides expertise in new contract or policy implementation training plans.
- Has advanced system and Policy/Contract knowledge to identify and resolve complicated issues that involve problems with a broader impact.
- Train and advise the team or others on appropriate resources to resolve problems.
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<th>Payroll Knowledge (cont.)</th>
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<td>• Begin to understand how to interpret Correction Forms related to Exception Pay and Positive Pay and determine how to set up the Off-cycle request accurately.</td>
<td>• Participates in the development or updating of training materials and other resource documentation.</td>
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<td>• Independently processes basic appointment changes.</td>
<td>• Knows when it is appropriate to seek advice from subject matter experts or escalate for further review.</td>
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<td>• Seeks assistance for complex issues.</td>
<td>• Proactively identifies and takes ownership of more complex problems while taking steps to review appropriate resources and effectively communicate details of the situation as well as the resolution to audiences as needed.</td>
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<td>• May need guidance with specific details.</td>
<td>• Advises departments on problem solving methods and the appropriate resources to use.</td>
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<tr>
<td>• Understands the impact of appointment changes on Leave Data and pay.</td>
<td>• Demonstrated understanding of Exception Pay and Positive Pay concepts and can independently problem solve pay issues.</td>
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<tr>
<td>• Begin to problem solving less complex issues.</td>
<td>• Able to advise units on Exception Pay and Positive Pay concepts as it relates to timekeeping and pay.</td>
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<td>• Participates in the development or updating of training materials and other resource documentation.</td>
<td>• Can assist new team members with Exception Pay and Positive Pay issues.</td>
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<td>• Knows when it is appropriate to seek advice from subject matter experts or escalate for further review.</td>
<td>• Effectively applies problem solving with units, employees or central offices.</td>
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<td>• Proactively identifies and takes ownership of more complex problems while taking steps to review appropriate resources and effectively communicate details of the situation as well as the resolution to audiences as needed.</td>
<td>• Effectively uses system reports and queries to identify problems and advises units which process to use for resolution.</td>
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<td>• Seeks HR consultant advice as needed.</td>
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<td>• Act as Consultant resource for inquiries regarding accruals and Leave Time, and pay issues.</td>
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<td>• Provides 1-on-1 training for new team members, timekeepers, supervisors.</td>
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<td>• Effectively present resolution details to Supervisor, HR Department, team and TK Network with appropriate level of detail.</td>
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<td>• Advises on how Exception Pay and Positive Pay will be impacted differently due to system, policy/contract changes and can coach/teach others.</td>
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<td>• Understands how the system processes Exception Pay and Positive Pay differently in regards to various aspects of timekeeping and pay; Example: Time Reporting Codes/Earnings Codes related to “Payline” entries vs. Off-cycle requests vs. Time Administration processing.</td>
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<td>• Can assist in developing and implementing plans for complex status changes stemming from contract or policy updates, system/processing errors, audits, etc.</td>
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<td>• Pilot new processes and train other team members and customers.</td>
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<td>• Pro-actively designs or revises existing educational resources and internal processes as needed.</td>
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<td>• Assists other team members with complex problem solving issues that require interpretation of policies, contracts and collaboration with cross-functional areas.</td>
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