



IDENTIFICATION

| Department | Position Title | |
|-----------------|-------------------------|--|
| Finance | Data Management Officer | |
| Position Number | Community | Division/Region |
| 15-15339 | Hay River | Financial Employee Shared Services/South Slave |

PURPOSE OF THE POSITION

The Data Management Officer is responsible for the accurate management and oversight of personal, benefits and compensation data in the GNWT Enterprise Resource Planning (ERP) System to accurately compensate employees within the GNWT. The incumbent is responsible for ensuring the integrity and accuracy of all specialized entries and transactions and that data entry is completed in accordance with Federal legislation, regulations and policies; and GNWT legislation, regulations, collective agreements, handbooks, policies and business procedures.

SCOPE

Located in Hay River and reporting to a Senior Finance Officer, the Data Management Officer is responsible for payroll and benefits data processing and inquiries and performs complex analyses and reconciliations as it pertains to employee pay and benefits ensuring accuracy and adherence to Federal and Territorial legislation, regulations, policies, agreements and GNWT business processes. In order to ensure effective and timely processing of transactions this will require critical thinking and judgment. This position supports the bi-weekly compensation process for over 6,000 GNWT employee files from all GNWT departments, the NWTHC, Boards, Agencies and Authorities.

GNWT Financial and Employee Shared Services is responsible for providing a range of financial transaction processing services for all Departments of the GNWT, NWTHC, boards, agencies, authorities and includes operational offices in Yellowknife, Fort Smith, Hay River, Fort Simpson, Norman Wells and Inuvik. Under the shared services model, these responsibilities must be fulfilled for each respective client with often competing priorities, timelines and workload demands.



RESPONSIBILITIES

1. Oversees the maintenance of employee payroll and benefits data.

- Generates periodic reports to verify the integrity of payroll and benefits data.
- Investigate and correct ERP system to resolve data management errors related to payroll and benefits data or co-ordinates working group of accounting clerks and senior accounting clerks to complete required updates.
- Assists in identifying priorities for processing transactions in a timely and accurate manner.
- Audits and reconciles system generated data management reports.
- Leads the administration of calendar and fiscal year-end data management procedures.
- Identifies issues and concerns, gathers information, and provides input to resolve in a timely and accurate manner.
- Recommends improvements to business processes based on continuous improvement philosophy.

2. Helpdesk

- Responds to a range of inquiries directly to clients by composing detailed responses to substantiate client payroll records.
- Audits, investigates, and corrects ERP data as a result of Helpdesk inquiries.
- Identifies common trends and themes from Helpdesk tickets and recommends improvements to business processes to reduce Helpdesk inquiries.

3. Processes complex onboarding documentation and changes in employee status.

- Completes complex file audits and verifies transactions in the GNWT ERP system.
- Investigate, analyze, and corrects payroll or benefits data that is more complex or time sensitive in nature.
- Conducts troubleshooting and problem resolution for issues raised by payroll staff.
- Completes onboarding, off boarding or change in status transactions for files that are highly sensitive in nature.

4. Provides functional mentorship to colleagues within Financial and Employee Shared Services.

- Monitors ERP system to determine training requirements and provides coaching to staff on GNWT payroll and benefits data policies and procedures to help achieve accurate and timely processing of transactions.
- Reviews, evaluates, and makes recommendations regarding the business processes and operational guidelines while ensuring a continuous improvement philosophy.
- Delivers training on data management issues and business process changes.



5. Provides reporting and project support to the division.

- Completes special projects and analyses as assigned. These can be complex in nature and accuracy is imperative to ensure timely and appropriate business decisions of management.
- Cross trained in critical operational activities performed by other staff to ensure minimal disruption to services.
- Other duties as required.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Basic knowledge of GAAP (Generally Accepted Accounting Principles).
- Proven understanding of payroll and benefits administration.
- Sound knowledge of computerized payroll and financial systems (i.e. Oracle-based).
- Ability to read and understand relevant Acts, manuals, employment agreements, regulations and procedures.
- Strong attention to detail.
- Ability to communicate both orally and in writing with colleagues and clients.
- Good customer service and interpersonal skills.
- Ability to organize time effectively and meet deadlines.
- Strong analytical skills with an ability to identify trends.
- Advanced knowledge of office software for documents and spreadsheets.
- Basic presentation skills, including PowerPoint, as required.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.



Typically, the above qualifications would be attained by:

A Business Administration Diploma and 1 year of payroll or payroll data management experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Indigenous language: Select language

- Required
- Preferred