

JOB DESCRIPTION

Position Title: Collections / Payroll Audit Assistant
Department: Audit Department
FLSA: Non-Exempt
Reports to: Payroll Audit Supervisor & Collections Representative
Effective: 3/30/2026

Description

Assist in the timely completion of department responsibilities, including data entry, filing, document preparation, and record organization. Position requires strong computer skills (Excel and Word), attention to detail, organizational skill, effective verbal and written communication, and ability to adapt and be flexible in performing tasks as needs change. Work collaboratively to perform collection and payroll audit functions as required by the Client/Administrative Services Contract following the guidelines as set forth by department and Client Trust Fund policies and procedures.

Skills / Knowledge Requirements

- Associate Degree (or higher) in Accounting or Finance, or equivalent education/experience demonstrating ability to perform position duties
- 1 – 2 years related work experience which includes working in an office environment
- Basic accounting principles, bookkeeping and payroll experience (preferred)
- Basic collection knowledge (preferred)
- Intermediate computer literacy in Microsoft Word, Excel
- Proficient on the computer keyboard and 10 key calculator by touch
- Strong verbal and written communication skills
- Excellent customer service and interpersonal skills
- Detail oriented with strong organizational, analytical and multi-tasking skills
- Team player with the ability to work and communicate well with others

Duties

- Assist in maintaining delinquency ledgers by posting transactions and updating account balances
- Send timely notices and follow-ups to delinquent employers
- Assist Collection Representative with collection actions and referrals
- Assist in the preparation and review of delinquency reports
- Maintain department logs by updating, organizing, and archiving documents
- Prepare quarterly and annual department reports
- Review and interpret contracts and procedures related to collections and payroll audits
- Assist in performing audits of client's payroll records
- Assist with preparing and completing written audit reports
- Assist with preparing and sending correspondences to clients
- Assist with the completion of special audits and projects for delinquent clients as requested
- Communicate with clients via mail, email, phone or fax
- Assist the Employer Control department as needed
- Ensure company equipment and data are safeguarded against theft and damage
- Perform other duties as assigned

Other Duties

- Assist with conference room table and chair arrangement for office and client meetings

Physical Demands

- Moving tables and lifting chairs for conference room arrangement
- Lifting and carrying file boxes (up to 25 lbs) within the office

Working Conditions

Job Description

Position: Collections / Payroll Audit Assistant

- Indoors, air-conditioned office.

Work Shift

- Monday to Friday, 8:00AM – 4:00PM, 1-hour unpaid lunch 12:00 PM – 1:00 PM, subject to change based on department coverage with supervisor approval
- The duties assigned may involve situations that require occasional over time

Accepted By: _____
Employee's Signature Date

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.