

Role/Title: Payroll Auditor I
Department: Audit Department
FLSA: Non-Exempt
Reports To: Payroll Audit Supervisor & Collections Representative

About Pacific Administrators

Pacific Administrators (PAI) was founded in 2001 with a mission to provide exceptional Third-Party Administration services to Multi-Employer (Taft-Hartley) Employee Benefit Plan Trust Funds. PAI has been awarded one of Hawaii Business Magazine's Best Places to Work for 2026 and is Hawaii's Largest Locally Owned & Operated Third-Party Administrator.

About the Role

The Payroll Auditor I will work under the Payroll Audit Supervisor & Collections Representative and be responsible for performing payroll audit functions as required by the Client/Administrative Service Agreements. The Auditor will assist in the timely completion of department responsibilities, including data entry, filing, document preparation, and record organization.

Responsibilities:

- Conduct payroll audits of employer records in accordance with department policies, procedures, and applicable collective bargaining agreements.
- Travel to employer locations, including neighbor islands, to perform scheduled on-site payroll audits.
- Review and interpret collective bargaining agreements, contracts, and procedures to ensure compliance with applicable trust fund requirements.
- Prepare accurate and comprehensive written audit reports documenting findings, discrepancies, and required follow-up actions.
- Conduct special audits and time-sensitive projects involving new and delinquent employers as assigned.
- Prepare and review professional correspondence to employers, unions, trustees, and fund professionals regarding audit findings and related matters.
- Communicate with employers through phone, email, mail, and in-person interactions to obtain information, address discrepancies, and resolve audit-related inquiries.
- Maintain accurate and organized audit files, tracking logs, and supporting documentation in accordance with client and administrative service contracts.
- Assist with delinquency and collection activities, including preparing reports, issuing notices, coordinating follow-ups, and supporting collection referrals.
- Maintain delinquency ledgers by recording transactions, updating account balances, and reconciling outstanding balances and discrepancies.
- Prepare and assist with quarterly and annual audit, delinquency, billing, and trustee reports.
- Support the Employer Control department with billing, collections, vacation discrepancies, annual vacation distributions, and other special projects.
- Assist with new employer and refresher orientations, including explaining reporting requirements, contribution procedures, and applicable trust fund obligations.

- Assist with resolving contractual issues between unions and employers, coordinating with appropriate parties and department supervisors as needed.
- Provide general departmental and operational support, including meeting preparations, deliveries, home visits, safeguarding company equipment and confidential information, and other duties as assigned.

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)
- Highly Proficient in Microsoft Word, Excel, and PowerPoint
- 10-key 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
- An ability to adapt and be flexible in performing tasks as needs change.

Working Conditions:

- PAI offices are indoors & air-conditioned while conditions may vary at client locations
- Monday to Friday, 8:00 - 4:00 PM or 8:30 AM - 4:30 PM, with a 1-hour unpaid lunch
- The duties assigned will have situations that will require extra time
- Occasional neighbor island and mainland travel is required for client meetings and conferences

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.