

Payroll Manager

Job Title	Payroll Manager	FLSA Category	Exempt
Department	Payroll	Position Type	Fulltime - Remote
Reports To	Payroll Director	Pay Band	\$65,000 - \$85,000
Prepared By	J. Elliott	Prepared Date	6.4.2026

Position Summary:

InSchools' Payroll Manager serves as the operational leader of the payroll department and is responsible for payroll processing excellence, quality control, workflow standardization, training, staffing, and business continuity. This role directly supervises Payroll Specialists, Payroll Leads, and the State Retirement Lead while partnering closely with the Payroll Tax Manager to ensure accurate, compliant, and efficient payroll operations.

The Payroll Manager designs and maintains scalable payroll controls, establishes standardized processes, develops training programs, oversees quality assurance initiatives, and drives operational improvements and automation. In addition, the Payroll Manager maintains responsibility for at least one assigned payroll to remain actively engaged in day-to-day operations and client service delivery.

Essential Functions:

Is regular attendance based on the authorized schedule as essential function? ☒ Yes ☐ No

Payroll Operations Management

- Oversee end-to-end payroll processing across all assigned schools and clients
- Ensure payroll accuracy, timeliness, and compliance with all regulatory requirements
- Coordinate and Monitor payroll calendars, deadlines, and deliverables
- Ensure proper execution of payroll workflows, controls, approvals, and processing timelines
- Maintain direct ownership of payroll processing for at least one assigned school or client, including full execution of payroll responsibilities
- Monitor operational performance across payroll assignments and proactively address workflow concerns
- Ensure payroll operational consistency across multiple payroll systems, clients, and states

Quality Control (QC) Training and Operational Excellence

- Design, implement, and continuously improve a comprehensive payroll quality control (QC) framework
- Establish standardized QC processes across all payrolls, including:
 - Payroll balancing procedures
 - Pre- and post-processing audits
 - Exception reporting and resolution protocols
 - Payroll review checkpoints
- Define and enforce QC checkpoints within all payroll workflows
- Develop and maintain QC documentation, checklists, policies & SOPs, and operational training materials
- Ensure consistent application of QC standards across all team members
- Monitor QC effectiveness through error tracking, trend analysis, and reporting
- Drive accountability for payroll accuracy and operational consistency across the department
- Lead department-wide payroll processing training initiatives
- Develop and maintain onboarding and cross-training plans for Payroll Specialists and Payroll Leads
- Ensure payroll staff are trained on systems, workflows, timelines, operational expectations, and processing standards
- Mentor Payroll Leads and Specialists in payroll processing accuracy, troubleshooting, customer service, and operational best practices
- Establish measurable quality and processing performance standards across the payroll department

Process Improvement, Efficiency & Automation

- Partner closely with the Payroll Tax Manager to support payroll tax operational processes and reporting workflows
- Assist with operational review and reconciliation of payroll data impacting quarterly and annual tax filings
- Support payroll processing functions related to IRS reporting, 941 filings, W-2 preparation, and year-end payroll activities
- Assist in ensuring payroll tax documentation, records, and payroll data are accurate and audit-ready
- Collaborate with the Payroll Tax Manager on payroll tax discrepancy resolution and operational correction efforts
- Support year-end payroll balancing and reconciliation activities impacting tax reporting
- Ensure payroll processing workflows align with payroll tax reporting requirements and deadlines
- Assist with gathering payroll documentation and operational support during audits, notices, or agency inquiries

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- Help maintain standardized procedures and documentation supporting payroll tax operational processes

Team Leadership & Development

- Directly supervise Payroll Specialists and Leads
- Assign workloads and ensure appropriate staffing across clients and payroll assignments
- Provide coaching, training, accountability, and performance feedback
- Support hiring, onboarding, and ongoing development of payroll staff
- Ensure no critical payroll function is dependent upon a single employee through cross-training, documentation, succession planning, and operational redundancy.
- Collaborate closely with the State Retirement Lead to ensure continuity, cross-training, operational alignment, and department-wide leadership support
- Maintain working proficiency in all payroll-related software platforms, reporting systems, workflow tools, and operational technologies utilized by the department.
- Serve as a resource to staff for system navigation, troubleshooting, reporting, workflow execution, and operational best practices.
- Foster a culture of accountability, operational excellence, responsiveness, and continuous improvement

Risk Management & Escalation

- Monitor payroll operational risk areas, including processing accuracy, workflow compliance, and financial exposure
- Address and resolve escalated payroll operational issues
- Ensure proper documentation and audit readiness across payroll operations
- Monitor payroll processing error trends and implement corrective action plans when needed
- Partner with Payroll Director and Managers and Leads on high-risk or complex payroll matters
- Escalate operational concerns impacting payroll accuracy, client service, or compliance

Workflow Standardization & Documentation

- Establish and enforce standardized payroll workflows and operational procedures
- Ensure all payroll operational processes are clearly documented, current, and consistently followed
- Maintain a single source of truth for payroll operational documentation and procedures
- Eliminate duplication and inconsistencies across payroll systems and workflows
- Ensure training resources and SOPs remain current as systems and workflows evolve

Cross-Functional Coordination

- Collaborate with HR, Finance, Data, Federal, and leadership teams on payroll-related operational matters
- Ensure alignment between payroll data, HR systems, payroll tax processes, and financial reporting
- Support onboarding of new schools and establishment of payroll operational workflows
- Assist with implementation of operational improvements impacting payroll, HR, data reporting, and finance functions

Client Service Oversight

- Ensure high-quality payroll service delivery to all assigned schools and clients
- Monitor client satisfaction and proactively address operational concerns
- Serve as escalation point for payroll processing and operational workflow issues
- Maintain strong communication and responsiveness with clients and internal stakeholders

Year-End & Compliance Oversight

- Collaboratively lead year-end payroll processing activities, including payroll balancing, reconciliations, and operational review processes, as well as year end rollover processes
- Assist with W-2 operational preparation support and payroll year-end processing workflows
- Support internal and external audits by ensuring payroll operational records are complete and organized
- Assist with operational readiness related to year-end payroll tax reporting processes and deadlines

Additional Responsibilities

- Perform other duties as assigned to support departmental and organizational needs

Education and Experience:

- Education: Bachelor's degree in Accounting, Finance, Business, or related field (or equivalent experience)
- Experience: 5–7+ years of payroll experience, including supervisory experience
- Strong knowledge of payroll compliance, tax regulations, and state retirement reporting
- Experience building or improving payroll processes and controls preferred
- Experience in multi-entity or school-based payroll environments preferred
- Preferred:
 - Related experience in a remote environment.
 - Related Certification.

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Knowledge, Skills, and Abilities:

- **Communication Skills:** Ability to communicate clearly, professionally, and effectively in both written and verbal formats.
- **Relationship Management:** Ability to build and maintain positive working relationships with colleagues, leadership, vendors, and school clients.
- **Attention to Detail:** Strong accuracy in data entry, documentation, and compliance-related tasks.
- **Time and Task Management:** Ability to prioritize tasks, manage multiple deadlines, and work efficiently in a fast-paced environment.
- **Independent Work:** Ability to perform routine responsibilities with minimal supervision while exercising sound judgment.
- **Customer Service Orientation:** Demonstrates a responsive, solutions-oriented approach when supporting schools and employees.
- **Analytical and Problem-Solving Skills:** Ability to identify issues, analyze information, and recommend appropriate solutions.
- **Clerical and Technical Skills:** Proficient in general administrative functions, including data entry, document management, and HR/Payroll systems.
- **Mathematical Skills:** Ability to perform basic calculations accurately (e.g., benefits reconciliation, payroll-related support).
- **Adaptability:** Ability to remain flexible and composed under pressure while managing competing priorities.
- **Keyboarding Skills:** Minimum typing speed of 35 words per minute.
- **Systems & Technology Proficiency:** Ability to learn, maintain proficiency in, and effectively utilize all software platforms used by the payroll department. This includes payroll systems, state retirement reporting systems, tax reporting platforms, workflow management tools, HRIS systems, reporting tools, and future technologies adopted by the organization. Ability to train others, troubleshoot issues, and support system implementations is required.

Supervisory Responsibilities: Directly supervise Payroll Specialists, Payroll Leads, and future operational payroll leadership positions as assigned.

Core Values: As a valued member of our team, you will be expected to uphold and embody our company's core values of:

- Integrity
- Accountability
- Diversity
- Passion
- Leadership
- Collaboration, and
- Quality

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These values serve as the foundation of our organization and guide our interactions with colleagues, schools, and vendors. Your commitment to these principles will contribute to a positive and productive work environment.

Physical Demands: Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 15 pounds.

Environment: As a remote employee, you will have the flexibility to work from the comfort of your own home. This allows for a more personalized and efficient work environment. You will need to have a dedicated workspace with reliable internet access and the necessary equipment to perform your job duties. While working remotely offers many benefits, it also requires strong self-discipline, effective time management, and excellent communication skills to maintain productivity and collaborate effectively with team members.

Travel: While infrequent, travel may be required to conferences, meetings, and professional development training as needed.

Disclaimer: This document is intended to describe the general content and to identify essential functions and requirements for performing this job, and is not an exhaustive statement of duties, responsibilities, or requirements.

InSchools complies with the ADAAA and considers reasonable accommodation measures that may be necessary for eligible applicants / employees to perform essential job functions.

Employment with inSchools is "at-will," meaning that either inSchools or an employee may terminate the employment relationship at any time with or without cause, notice, reason, or justification.