
Manager, Payroll, Benefits & HR Information System (HRIS)

DEPARTMENT:	Human Resources	STATUS:	Regular Full Time
NO. OF POSITIONS:	One	UNION:	Exempt
HOURS OF WORK:	37.5 hours per week	SALARY:	\$129,884 to \$143,229 annually (2024 rates – 2026 rates are pending) + comprehensive benefits package

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 92,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

Reporting to the Director, Human Resources, the Manager, Payroll, Benefits & HRIS, provides leadership direction and support in the planning, organizing and direction of payroll, benefits, and HRIS operations, programs, and initiatives. This role plays a key role in financial reconciliation, labour relations support, internal controls and payroll system development, while fostering a culture of service excellence and continuous improvement.

If you have the following qualifications, we would like to hear from you:

- Completion of a university degree in Accounting, Finance or a related discipline, and a minimum of 10 years related experience as a Payroll Manager including proven experience in public sector and unionized environments, progressive leadership experience; or an equivalent combination of training and experience.
- Relevant professional designation and certification with the PCP and PLP.
- Supports the Director, Human Resources by providing strategic and operational direction, advice, and information on payroll, benefits, and HR information system matters related to both corporate and departmental operations and programs.
- Directly supervises the Assistant Manager Payroll Services, Benefits Specialist, and HRIS Specialist positions, including hiring, assigning/reviewing work, training, coaching, and performance management. Indirectly oversees a team of Payroll Specialists.
- Responsible for the effective management, oversight, and administration of payroll, benefits and HRIS functions ensuring department objectives are aligned with City objectives/goals.
- Evaluates payroll systems, and oversees the testing/implementation of new payroll programs, enhancements, fix releases, and upgrades. Includes the oversight of setting up and testing new or revised reports, procedures, and enhancements.
- Responds to complex payroll inquiries and escalated issues from employees, time keepers, managers, and senior leadership.
- Analyzes payroll data and metrics to provide reporting and insights to senior leadership.
- Provides payroll expertise and advice on the interpretation of Collective Agreements, policies, and procedures to senior management, managers, and employees throughout the organization.
- Supports labour relations matters, bargaining processes, and grievance resolution with payroll data and advice.
- Maintains internal controls, manages risk, and ensures privacy and confidentiality of payroll data,
- Exercises sound judgement, ensure accuracy, and maintain confidentiality, while managing sensitive and high-impact processes.
- Oversees the implementation and management of key policies, procedures, and processes ensuring compliance with legislative frameworks and Collective Agreements.

- Ability to coordinate payroll reporting to comply with government regulations as well as City requirements. Also generates municipal pension plan reporting.
- Ability to liaise with government agencies and banking institutions for reporting purposes and to resolve payroll issues.
- Supervises reporting staff, including hiring, scheduling, assigning and reviewing work, training, coaching and developing, and performance management.
- Ability to independently lead and manage projects with a lens of innovation, and effectively identifying risks and leverage opportunities.
- Ability to effectively communicate, negotiate, influence, and maintain effective working relationships with multiple internal and external partners.
- Ability to work under pressure, manage multiple priorities, meet deadlines and respond to requests in a timely manner.
- Strong political acumen, and the ability to guide staff on Payroll goals that align with the strategic priorities of the City.
- Ability to successfully pass and maintain a Police Information Check.

We offer our employees great work-life balance, competitive salaries, comprehensive health, benefit and retirement plans (a percentage in lieu of benefits for auxiliary positions), education and training opportunities and challenging and rewarding work.

Please be advised that the salary is presently under review. If you are shortlisted for an interview, salary details may be discussed at that time.

**Apply online with your resume and cover letter in one document at www.newwestcity.ca/employment by
March 6, 2026.**

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

New Westminster is on the unceded and unsurrendered land of the Hala'éméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.

We are learning and building relationships with the people whose lands we are on.

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*