

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Brendan Rudolph

Work Phone: 266-4024

2. Class Title (i.e. payroll title):

IT Specialist 1

3. Working Title (if any):

Payroll Specialist & Telestaff Administrator

4. Name & Class of First-Line Supervisor:

Police Administrative Services Manager (Finance Unit Manager)

Work Phone: 266-4477

5. Department, Division & Section:

Madison Police Department, Administrative Support, Finance Unit

6. Work Address:

211 S. Carroll St., GR-21

7. Hours/Week: 38.75

Start time: 8:45am      End time: 4:30pm

8. Date of hire in this position:

November 7, 2013

9. From approximately what date has employee performed the work currently assigned:

Since this position was last studied in 2023, there has been a continual increase in both the complexity and technical expertise required to maintain the link between its payroll processing and scheduling software.

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10. Position Summary:

The Police Department Payroll Specialist & Telestaff Administrator is responsible for advanced-level programmatic work in payroll, human resources, and technical Telestaff support within the Police Department. This position requires the utilization of considerable independent judgment, discretion, and initiative in the interpretation and application of policies, procedures, and processes related to payroll, human resources and Telestaff administration. This position is also responsible for technical work such as basic computer programming, and often time-sensitive work configuring, maintaining, and monitoring the Police Department's scheduling system using law enforcement and payroll industry software programs (UKG Telestaff), Tyler MUNIS, and other inter-related software platforms under limited direct supervision. This position is responsible for building payroll functionality within Telestaff, to include work codes, detail codes, dynamic issues, premiums, the Freemarker payroll translation file; managing the integration of payroll allocations; building custom BIRT Reports; and determining solutions for SQL data analysis. This position also assists with identifying and fixing potential payroll errors before the closing of payroll. In depth knowledge and technical skills are required in processing payroll through TeleStaff (the Madison Police Department scheduling software); interfacing with the MUNIS financial and human resources software;

analyzing, correcting, or reporting programmatic issues with TeleStaff, MUNIS, and the interface; preparing reports through TeleStaff and MUNIS; developing, implementing, testing, and maintaining new functions and processes in TeleStaff; training employees in TeleStaff and MUNIS; developing operating systems and procedures for TeleStaff and payroll functions; and auditing employee payroll, accrued leave, and work history. This position coordinates directly with the Scheduling Telestaff Administrator for all Telestaff configuration, support and maintenance. This position is the co-lead of the PD Telestaff Team with the Scheduling Specialist & Telestaff Administrator.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

20% A. Process and Audit Payroll

1. On a biweekly basis, review download of TeleStaff information into the MUNIS payroll system. Verify accuracy of all payments related to payroll – including overtime, premium pay, holiday pay and any special adjustments. Update or correct information in either MUNIS or TeleStaff as needed. This process includes a review of the special reports provided by IT related to expanded overtime and work codes from TeleStaff that did not upload to the payroll system.
2. Create csv spreadsheets for any work codes not programmed to download from TeleStaff through the middleware software and import them into MUNIS.
3. Perform manual calculations of various payroll processes as needed to verify accuracy of payments for overtime, premium pay, etc. Utilize spreadsheets to perform automated calculations for various payroll processes.
4. Maintain a detailed knowledge of the various bargaining agreements and employee handbooks governing payments for MPD employees and explain information as requested by an employee or supervisor.
5. Process Payroll Adjustment Forms to correct any errors in any aspect of payroll or scheduling. Ensure appropriate paperwork is provided for Central Payroll and appropriate adjustments made in TeleStaff.
6. Create detailed, accurate error reports to reflect issues related to employees, supervisors, or the payroll system.
7. Maintain effective filing system for various paperwork related to payroll – including e-mail requests for adjustments, etc. Ensure follow through with employees and/or supervisors in addressing any payroll issues that may arise.
8. Run TeleStaff reports prior to payroll closing to determine any scheduling or system issues and correct/report these to the Scheduling Specialist & Telestaff Administrator and TeleStaff Team members for review.

50% B. Telestaff Configuration and Support

1. Configure TeleStaff functions, primarily related to biweekly payroll and human resource processing, to ensure compatibility and data transfer with MUNIS as the City's financial system through TeleStaff setup administration, Freemarker template programming, BIRT report programming, and external SQL report programming.
2. Create and program TeleStaff Work Codes and Dynamic Groups for both scheduling and payroll functions, Dynamic Issues for end user entry control and information, Rules for automation workflow, Freemarker template for MUNIS payroll import, internal BIRT reports for end users and management data analysis, external SQL reports for payroll and management data analysis.
3. Update and maintain TeleStaff functions on an ongoing basis.
4. Coordinate with Central Payroll when new pay or accrual codes need to be added for integration with TeleStaff.
5. Create and maintain TeleStaff instructional documentation posted on the Police Employeeenet.
6. Assist with updated department Standard Operating Procedures and process documents to reflect evolving contractual provisions and their implementation in TeleStaff.

7. Provide as-needed training on TeleStaff fundamentals, retraining, and provide other departmental training topics as requested as part of command projects, professional development, district in-services, Sergeant check-ins, or individualized training requests.
8. Provide end user support for TeleStaff login issues, roster creation, and employee filters.
9. Troubleshoot any issues that arise within TeleStaff or the Freemarker template, attempt corrections, and document and report higher level errors to the PD TeleStaff Team and assist with further steps to rectify (working with City IT, reporting issue to UKG support).
10. Monitor TeleStaff system updates, release notes, patch upgrades, and configuration updates.
11. Test all new functions available in TeleStaff upgrades affecting current scheduling, payroll interface, and employee profile management functions as well as new functions that could potentially be added to current processes.
12. Coordinate TeleStaff upgrade and patch testing with PD TeleStaff Team, Payroll Clerks, and other end users. Identify new TeleStaff functions as they relate to payroll. Ensure upgrades and patches do not break existing payroll processes.
13. Identify features to be requested for future updates.
14. Co-lead the PD TeleStaff Team with the Scheduling Specialist & TeleStaff Administrator. Set agendas, determine team priorities, testing projects and other internal upgrades needed to improve the functionality of TeleStaff. Provide functional expertise in TeleStaff Team meetings and provide input on payroll, scheduling and reporting functions of TeleStaff. Review new TeleStaff features and interpret the feasibility of their use in relation to payroll processes. Identify emerging priorities, programming needs, and other payroll-related TeleStaff changes needed and determine project management plan with TeleStaff Team.
15. Maintain a highly specialized expertise in TeleStaff's programming and functions. Represent the department as a member of UKG's Insider Program, provide service feedback, participate in testing sessions, and collaborate with other UKG users to share best practices. Attend UKG TeleStaff trainings and conferences to learn about upcoming changes in functions, modules and reporting capabilities. Implement needed improvements to Police's TeleStaff and train employees on topics such as dynamic issues, automation rules and bidding/auction setups.
16. Provide TeleStaff expertise in specialized projects and report generation. Serve on Police Staffing Analysis Group to calculate and analyze patrol numbers, leave usage, shift relief factor numbers, out-of-patrol assignments, patrol and non-patrol overtime.
17. Assist command staff in determining TeleStaff solutions for operational issues, such as modifying dynamic values and rules in TeleStaff to more clearly represent parameters for overtime assignments and restricted leave entries. Create documentation to help employees understand TeleStaff changes. Present to and train commanders as needed.
18. Collaborate with City agencies that use TeleStaff (Madison Fire, etc.).
19. Collaborate with City IT on migration of TeleStaff to Google Cloud and management of TeleStaff within the cloud environment.

10% C. Provide Human Resources Services

1. Process Family Leave requests. Ensure that employee, supervisor, and/or Police Human Resources Coordinator are aware of any issues with paperwork submissions. Ensure Scheduling Specialist & TeleStaff Administrator is aware of Family Leave requests affecting the following year's schedule. Ensure that scheduling is updated on a timely basis. Ensure effective communication with all parties involved. Maintain an accurate updated list with the status of family leave requests.
2. Process Military Leave requests. Ensure Scheduling Specialist & TeleStaff Administrator is aware of Military Leave requests. Ensure that employee, supervisor, and/or Police Human Resources Coordinator are aware of any issues with paperwork submissions.

Ensure that scheduling is updated on a timely basis. Ensure effective communication with all parties involved. Maintain an accurate updated list with the status of Military Leave requests.

3. Ensure that all MPD payroll employees are updated as to changes in work shifts related to restricted duty, worker's compensation, administrative leave, etc.
4. Ensure effective communication of information to Police Human Resources Coordinator to ensure that management staff are aware of the status of all employees as it relates to family leave, worker's compensation, military leave, restricted duty, etc.
5. Process personnel changes as needed. These include name and address changes, changes in insurance info, changes in deductions, etc.
6. Provide assistance to Payroll Program Assistant and/or Payroll Administrative Clerk with the following processes as needed:
  - Process hiring requests in NeoGov. Ensure MPD compliance with all hiring procedures required by City HR in relation to the hiring process.
  - Process Worker's Compensation requests. Ensure that employee, supervisor, and/or Police Human Resources Coordinator are aware of any issues with paperwork submissions. Ensure that scheduling is updated on a timely basis. Ensure effective communication with all parties involved. Maintain an accurate updated list with the status of worker's compensation.
  - Process restricted duty requests. Ensure that employee, supervisor, and/or Police Human Resources Coordinator are aware of any issues with paperwork submissions. Ensure that scheduling is updated on a timely basis. Ensure effective communication with all parties involved. Maintain an accurate updated list with the status of restricted duty.
  - Work with PS&IA regarding employees on disciplinary leave. This includes ensuring accurate scheduling.
  - Process employee resignation or retirements.
  - Process court overtime payments to former MPD commissioned employees.
  - Process employment verifications.

10% D. TeleStaff and MUNIS data analysis

1. On a biweekly basis, coordinate the completion of premium pay reports for the Finance Unit Manager. Review for accurate posting to the correct accounts and note any errors to the Finance Unit Manager and City Payroll.
2. On a biweekly basis, analyze vacation, sick, and compensatory leave balances and process any needed corrections.
3. On a monthly basis, run reports for RDO and Earned Time balances and identify negative leave balances or balances exceeding contract maximums.
4. Develop and create reports in Report Writer and BIRT for data general analysis.
5. Develop and analyze TeleStaff reports for the Police Human Resources Coordinator – including restricted duty, family leave, military leave, potential disability leave, etc.
6. On request, analyze TeleStaff work history and posted MUNIS account balances for the Finance Unit Manager to reconcile balances.
7. Review MUNIS employee profiles for accurate information including assigned job salary codes and allocations.
8. Maintain spreadsheet of employees with assigned allocations.
9. Coordinate with the Grant Manager and Accountant to ensure employees paid through grants have properly assigned allocations.
10. Coordinate with Central Payroll to configure TeleStaff and generate data to comply with OBBBA reporting requirements.
11. Create and test functional BIRT reports to assist with staffing and patrol scheduling.

10% F. Miscellaneous

1. Work in support of cloud migration and maintenance
2. Work in support of all payroll processing functions
3. Work in support of payroll error reduction
4. Other work as directed
5. Communicate with other City agencies to allow Finance Unit personnel access to various computer programs.

6. Provide back up support to other members of the Finance Unit.
7. Attend meetings as needed to provide input as it relates to payroll, personnel, TeleStaff, MUNIS, etc.
8. Provide training and leadership to new payroll employees.
9. Review City policy, contract, MOU, and handbook changes to recommend and implement updates to current procedures or note any conflicts with TeleStaff or MUNIS functionality.
10. Assist in reviewing and/or analyzing new MOUs for MPPOA and AMPS members. Work with Union members and Executive staff to ensure feasibility with TeleStaff programming.
11. File all appropriate paperwork in the Employee's Personnel or Medical file.

12. Primary knowledge, skills, and abilities required:

Knowledge of general financial and clerical methods and procedures. Knowledge of Madison General Ordinance, Administrative Procedure Memoranda, Union Contracts, and Employee Handbooks as they relate to payroll, benefits, personnel, and scheduling. Proficiency with Excel, Word, and other software applicable to the duties of the position. In depth knowledge of TeleStaff programming including employee profile management and assignment creation, work code implementation and interface with payroll and scheduling, and report functions. In depth knowledge of the financial and personnel functions of MUNIS. In depth knowledge of MUNIS and TeleStaff interaction and report generation. Ability to create reports for the Finance Unit Manager, Management Team, and the Police Human Resources Coordinator regarding payroll, Worker's Compensation, restricted duty, FMLA. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to exercise judgment and discretion in completing assigned tasks. Ability to maintain confidentiality of employee's personal information. Ability to maintain adequate attendance.

13. Special tools and equipment required:

Proficiency with Excel and Word. Ability to develop expertise in job specific software including the City's financial system and the MPD scheduling system. Ability to use a calculator.

14. Required licenses and/or registration:

15. Physical requirements:

Work in this position is primarily sedentary, requiring the ability to sit/stand at a desk, work on a computer and use a monitor for extended periods of time under varied and occasionally stressful situations.

16. Supervision received (level and type):

Work is performed under the general supervision of the Police Finance Unit Manager. In addition, coordinate with the Police Human Resources Coordinator and Scheduling Specialist & TeleStaff Administrator.

17. Leadership Responsibilities:

- This position:
- is responsible for supervisory activities (Supervisory Analysis Form attached).
  - has no leadership responsibility.
  - provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
- I have been provided with this description of my assignment by my supervisor.
- Other comments (see attached).

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

\_\_\_\_\_  
SUPERVISOR

\_\_\_\_\_  
DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.