PAYROLL OFFICE

Enquiry management- the payroll office receives and addresses enquiries related to employee compensation, deductions and other payroll matters.

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Client referral- where necessary, clients are referred to the appropriate officer or department for specialized assistance.

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Issue Documentation – Any payroll related concerns are formally recorded and scheduled for system updates.

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Payroll amendments – relevant updates and corrections are made to the current month's payroll in accordance with the documented issues.

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Pre-payroll audit- a detailed audit is conducted prior to payroll processing to ensure all entries are accurate and all issues have been resolved.

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Payroll processing – the monthly payroll is finalized and generated by the 10th of every month ensuring timely and accurate salary disbursement.

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Reporting and submission- comprehensive payroll reports are compiled and submitted to the county treasury for processing of employee payments.