National Defence | Défense nationale

PAY AND BENEFIT QUICK FACTS FOR NEW MANAGERS

How do I make sure my employees are paid on time?

O   Review the Timing Matters: Pay Deadlines and Processes.

O   Plan ahead and allow for sufficient processing time for HR and the Pay Centre by respecting the timeframes outlined in the Manager's Guide to Support Positive Pay Outcomes for casual workers, students, terms and acting staffing transactions.

O   Request for pay services such as overtime, timesheets, leave without pay < 5 days and paid leave need to be submitted on time. Requests can be submitted one of 2 ways:

   a.   Civilian managers preferring to use the Phoenix self-serve option should:

   ·   ensure they or their employees have selected them as their section 34 manager

   ·   enter and review schedules for employees who do not work a regular work schedule and action outstanding requests on a **weekly basis**

   b.   Military or civilian managers can equally access departmental Timekeeper services via the Human Resource Services & Support (HRSS) portal and have a Timekeeper take care of the submission, verification and approval on their behalf.

How do I support an employee with a pay problem?

You can offer an Emergency Salary Advance (ESA), which is an interim payment for employees who are missing their basic pay. When an employee requires an ESA, submit a request through HRSS under the Pay Action Request (PAR) option.

Can I approve leave?

Managers require delegated authority to approve leave requests. Managers have the responsibility to ensure that leave is approved in accordance with the employee's Collective Agreement or the appropriate Terms and Conditions of Employment.

How do I make changes to my employee's schedule (compressed, shift workers and part-time)?

Employee's work schedules must be correctly entered into the Phoenix pay system. Work schedules vary from person to person. For part-time employees, individual schedules can change from one term to the next. Failure to properly manage and maintain employee schedules could result in inaccurate pay. Have a Timekeeper take care of the submission, verification on your behalf via HRSS.

How do I submit overtime for my employee?

Ensure that employees are submitting according to the pay schedule. As a section 34 manager using Phoenix you must complete the approval no later than 2:00 pm EST on the cut-off date to ensure payment will be processed on time.

If choosing to use the assistance of a departmental Timekeeper, please ensure timesheets are submitted by Thursday of pay week in HRSS.

I need HR help! Who can I contact?

Managers can contact **HR Connect RH at 1-833-747-6363** Monday to Friday between 08h00 and 16h00 EST; or fill out an InfoPath form to request guidance.

Download DND's HR Go RH app for HR tools and information at your fingertips!

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