



Member, Total Rewards CARE Team

(Corrections. Accuracy. Resolution. Excellence)

Reports to:	Director, Total Rewards	FLSA Status:	Non-Exempt
Department:	Total Rewards	Structure/Grade:	Unified 119
Division:	Human Resources	Workdays:	246 Days
Retirement:	Teachers Retirement System		

Position Summary

The Total Rewards CARE Team is a specialized group within HR dedicated to ensuring the accuracy and integrity of Total Rewards data and transactions. This team plays a critical role in correcting errors, proactively identifying root causes, and strengthening trust in HR processes by delivering timely, accurate, and thoughtful resolutions. The CARE team will be responsible for identifying, investigating, and resolving discrepancies across pay, benefits, and other Total Rewards components.

Essential Job Duties

- Investigate and resolve issues related to Total Rewards transactions (e.g., pay discrepancies, benefit errors, time reporting issues).
- Partner with key stakeholders to ensure swift and accurate corrections that minimize employee impact.
- Proactively identify patterns, root causes, and opportunities to reduce future errors through improved processes and system enhancements.
- Track and document resolution efforts, outcomes, and lessons learned to build a knowledge base and support transparency.
- Maintain a high level of confidentiality, professionalism, and empathy when supporting employees.
- Contribute to continuous improvement efforts by sharing feedback, insights, and recommendations for system or process updates.
- Support audits, compliance efforts, and reporting related to Total Rewards accuracy and error resolution.
- Educate HR partners and other stakeholders on error prevention best practices.
- Performs other duties as assigned.

Qualifications

- A High School diploma or GED is required.
- An Associate's degree in Computer Science, Information Technology, or a closely related field is preferred.
- A+ certification or N+ certification is preferred.

Knowledge, Skills, and Abilities

- Strong understanding of Total Rewards components, including compensation, benefits, payroll, and time tracking.



- Experience navigating multiple HR platforms such as MUNIS, applicant tracking systems, time & attendance software, and learning management systems.
- Working knowledge of compliance, audit, and regulatory requirements related to employee pay and benefits.
- Understanding of root cause analysis methodologies and error prevention strategies.
- Skilled in developing and implementing practical, timely, and sustainable solutions to HR transactional issues.
- Ability to analyze trends and identify systemic issues to recommend process or system improvements.
- Ability to handle confidential and sensitive information with discretion and integrity.
- Ability to remain calm and solution-focused in high-pressure or time-sensitive situations.
- Ability to approach error resolution with a customer-centric mindset, building employee trust through respectful and effective support.
- Ability to document and communicate findings clearly to both technical and non-technical stakeholders.
- Ability to adapt to changing priorities and contribute to an evolving team and function.

Physical Demands and Work Environment

- Constantly operates a computer and other office machinery.
- Frequently remains in a stationary position.
- Occasionally moves about inside an office.
- Occasionally moves office equipment weighing up to 25 pounds.
- Constantly works in an indoor environment.

By signing below, I agree that I have read and understand the requirements and the essential functions of this position.

Employee: _____ Date: _____

Disclaimer: Information contained within this position specification only summarizes information for interested individuals. The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. If there is a discrepancy between the information in this position specification, the current documents obtained in the Division of Human Resources will always govern. The DeKalb County School District reserves the right to modify, alter, or discontinue these reference materials for any reason.

Reviewed/Revised: 10/8/2025