

Title: Payroll Support Specialist

Location: TBD

Job Description: **JOB SUMMARY**

The Payroll Support Specialist helps to ensure that the needs of customers are being satisfied by providing excellent customer service and by resolving client issues via phone or email, within the current SLA timelines.

In this role, you'll also schedule projects that come through support calls or emails, working to ensure deadlines are met. This position will assist with training and mentoring of new and existing team members, creating and documenting processes and may also assist in processing payrolls.

We do not accept resume submissions from third-party recruiters or staffing agencies. Please contact our recruiting team directly.

JOB DUTIES

- Resolves product or service problems by clarifying the customer's issue, determining the cause, then selecting and explaining the best solution to solve the problem; expediting the solution then following up to ensure issue is resolved
- Develops and maintains relationships with clients
- Assists in training and mentoring team members plus training of clients on software usage
- Works with internal and external individuals to answer questions, resolve issues, and share information
- Recommends/implements changes to improve efficiency
- Remains in compliance with federal, state, and local legal requirements and regulations
- Stays up to date on software changes/enhancements to optimize software utilization
- Ensures that ACH files are processed timely, set up, and maintained
- Backup responsibilities for transmission of Secure Pay wires and ACH files
- Creates or maintains custom script changes within the system

REQUIRED EXPERIENCE / QUALIFICATIONS

- Associate degree in business, Accounting, Finance, Human Resources, or related field
- Advanced level in Word, Excel, Outlook, PowerPoint, Internet, etc.
- Strong technical and computer skills
- Familiar with payroll processing, including tax, benefit, and other deductions
- Ability to work independently and effectively communicate with internal and external stakeholders
- Adapt to change and to manage multiple tasks and priorities
- Meticulous attention to detail, as well as reliability and ability to carry out daily functions in an efficient and timely manner
- Excellent verbal and written communication skills

PREFERRED EXPERIENCE / QUALIFICATIONS

- Experience with computerized payroll and HRIS systems, including: Millennium3, SaasHR, Payentry, HRIS packages
- Ability to find solutions to technical payroll, tax, and systems related issues

EXPLORE THE WORKPLACE OF THE FUTURE

Creative Planning (formerly BerganKDV) is a leading professional services firm with a contagious culture; where growth is fostered and making a difference means something. Our values drive our decisions, and our passion is empowering people and creating wow experiences for our clients.

Creative Planning (formerly BerganKDV) Differentiators:

- Growth Potential
- Close-Knit Collaborative Team
- Mentor Program
- Employee Referral Rewards
- Comprehensive Benefits Package
- Customized Career Path
- Open Door Leadership Style

BENEFITS THAT GO BEYOND

We are proud to offer a competitive and comprehensive benefits package, with options designed to help you make the best decisions for yourself, your family, and your career. Our competitive compensation package is catered to reward you for your performance and recognize you for the value you bring to our business. In addition, our total package includes medical and dental coverage, matching 401(k) plans, PTO, observed holidays and a range of programs and benefits designed to support your physical, financial, and social well-being.

Creative Planning (formerly BerganKDV) is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request accommodation.