



Title: Payroll Support Specialist

Location: Remote

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