



Title: **HRIS Implementation Specialist**

Location: Any Location/Hybrid/Remote

JOB SUMMARY

The **HRIS Implementation Specialist** position helps to ensure that the needs of customers are being satisfied. This position provides excellent customer service by resolving client issues via phone or email, within the current SLA timelines. Schedules projects that come through support calls or emails and works project deadlines are met. This position will assist with training and mentoring of new and existing team members on processes and procedures and will assist in creating and documenting processes.

JOB DUTIES

- Build and implement new clients into the K-Pay platform, including HR Core, Talent, Performance Management, Compensation and Succession Planning. This includes HR Core specifics (education, credentials, training courses, assets, employee checklists, pay grades, incidents)
- Able to thrive in a self-directed workday while balancing client builds and project meetings regarding the builds
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting, and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Develops and maintains relationships with clients
- Assists in Training and mentoring team members
- Assists in the training of clients in the usage of software
- Works with internal and external individuals to answer questions, resolve issues, and share information
- Recommends/implements changes to improve efficiency
- Stays informed and in compliance with federal, state, and local legal requirements and regulations
- Stays up to date on software changes/enhancements to optimize software utilization
- Associates degree in Business, Accounting, Finance, Human Resources, or related field
- Advanced Level in Word, Excel, Outlook, PowerPoint, Internet, etc.
- Strong technical skills and overall PC proficiency
- Familiar with payroll processing, including tax, benefit, and other deductions
- Ability to work independently and effectively communicate with internal and external stakeholders.
- Able to react 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

REQUIRED EXPERIENCE / QUALIFICATIONS

- Experience with computerized payroll and HRIS systems, software applications including: Millennium3, SaasHR, iSolve, Pay entry, HRIS packages, UKG Ready software (required)
- Experienced in finding solutions to technical payroll, tax, and systems related issues