



Title: Payroll Supervisor (iSolved Focus)

Location: Any Location/Hybrid/Remote

### **JOB SUMMARY**

The Payroll Supervisor leads the team, overseeing operational support and ensuring a positive, professional client experience for both new and existing clients. This role is integral to fostering a collaborative environment that emphasizes professionalism, accountability, and high standards of service. The Payroll Supervisor works closely with Sales, key stakeholders, and other areas within OAP to manage escalated issues, prioritize continuous improvement, and support team development to maintain a client-focused, efficient, and cohesive department.

### **JOB DUTIES**

- Train new and existing employees to effectively use the iSolved software for daily tasks, leveraging support from their direct reports.
- Address client needs while also highlighting relationship – building and service excellence.
- Understand team needs, provide support and solutions, and foster a collaborative work environment to drive internal satisfaction and performance.
- Identify and develop process enhancements based on team metrics, client and team feedback, and industry best practices to optimize efficiency and service quality.
- Address and resolve escalated client issues professionally, ensuring documentation, thorough follow-up, and a client-centered resolution.
- Set, uphold, and regularly review quality and efficiency standards, ensuring metrics align with department goals and contribute to an optimal client experience.
- Foster a collaborative work environment through clear communication and role accountability, helping team members work effectively toward common goals.
- Conduct ongoing performance evaluations, offering timely, constructive feedback to support professional growth and team accountability.
- Oversee the creation and maintenance of documentation to support process changes and consistency.
- Collaborate with cross-functional teams to ensure a seamless experience for the client, aligning the vision and goals of all parties to drive the best outcomes for the client.
- Participate actively in interviewing, selecting and onboarding new candidates.

### **REQUIRED EXPERIENCE / QUALIFICATIONS**

- Minimum 5+ years in payroll functions with at least 3+ years of supervisory or management experience, preferably in a high-volume, fast-paced environment.
- Demonstrates the ability to understand and implement changes across all iSolved modules, with a capacity to manage and execute up to 75% of required adjustments independently.
- Demonstrated emotional intelligence, effective communication, coaching, problem-solving, conflict resolution, delegation, and team-building skills.
- Ability to meet tight deadlines, maintain high-quality standards, and exhibit a high level of initiative and accountability in a fast-paced environment.
- Proven experience with performance management, team coaching, and driving continuous improvement for individual and team success.
- Familiar with payroll processing, including tax, benefit, and other deductions