



Title: **Payroll Specialist**
Location: Any Location/Hybrid/Remote

JOB SUMMARY

Creative Planning LLC is seeking an energetic, detail-oriented, and customer-focused Payroll Implementation & Support Specialist to implement and support the iSolved HCM platform. The ideal candidate will possess advanced knowledge of payroll concepts and implementation, and will thrive in a fast-paced, customer-facing environment. This position is critical in helping transition our client base to the iSolved HCM platform while ensuring smooth payroll operations.

This role offers a valuable opportunity to gain hands-on experience in system configuration, time and attendance management, benefits, and human resources. The position involves active participation throughout the full project lifecycle, from initial implementation to ongoing support, providing a comprehensive understanding of key HR systems and processes.

JOB DUTIES

- Coordinate and perform all phases of payroll implementation, following methodology to ensure a successful client transition to the iSolved HCM platform.
- Proactively communicate with customers to provide project status updates and ensure positive satisfaction outcomes.
- Meet project milestones and deadlines while maintaining attention to detail and quality.
- Configure and map data from existing platforms into iSolved HCM to ensure accurate implementation.
- Process multi-frequency payrolls for both full-service and self-service customers, including handling adjustments and amendments.
- Perform all payroll-related functions, including payroll processing, audits, and maintenance.
- Import files from various sources, review and validate data for accuracy.
- Troubleshoot and perform root cause analysis to resolve payroll issues.
- Escalate non-routine inquiries to the appropriate internal teams.
- Work independently with minimal supervision while maintaining strong communication with team members.
- Demonstrate excellent customer service skills and a proactive approach to problem-solving.

REQUIRED EXPERIENCE / QUALIFICATIONS

- 3+ years of combined experience in payroll implementation and support.
- Strong time management and organizational skills, with the ability to multitask in a deadline-driven environment.
- Ability to work independently while maintaining strong collaboration with customers and team members.
- Ability to follow written and verbal instructions clearly and effectively.
- Experience with iSolved HCM platforms.
- Strong adaptability in handling changing requirements, processes, and tools.

- Excellent communication, interpersonal, and customer service skills.
- General business acumen and understanding of payroll processes.