



Title: **Client Solutions Specialist**

Location: Any Location/Hybrid/Remote

JOB SUMMARY

The **Client Solutions Specialist** will serve as a system expert, assisting both the implementation and support teams with troubleshooting errors, resolving client escalations, and staying on top of system updates. This person will continuously review the system and current processes for inconsistencies and inefficiencies and then provide recommendations for improvement to the team.

JOB DUTIES

- Serve as a system expert and guide the payroll and HR implementation teams on best practices
- Use research, trial, and error to find tips and tricks to document as “tidbits”
- Review current processes/procedures to find and apply efficiencies
- Review UKG release notes, determine relevant updates, and educate the team on roll outs
- Audit provided client information compared to the system uploads for data integrity
- Serve as an escalation point for client service issues
- Make updates to the model company as new standard setups are determined by the team
- Troubleshoot and resolve setup errors found during the implementation
- Review the overall implementation process and determine ways to streamline
- Educate team members on resolved issues to prevent the same mistakes from recurring
- Implementation/HRIS and Support coverage/training/guidance on existing and new topics
- Collaboration within the team and other solutions
- Additional duties as defined by the business when needed

REQUIRED EXPERIENCE / QUALIFICATIONS

- Bachelor's degree or equivalent experience
- 2-4 years of experience in Payroll / HCM systems
- Knowledge of HR operations, systems, policies and procedures
- Technical aptitude
- Ability to work in a fast-paced team environment and meet tight deadlines
- Meticulous attention to detail
- Ability to successfully manage multiple and competing priorities
- UKG Ready Subject Matter Expert (SME)