



Title: **HRIS Client Success Specialist I**

Location: Any Location/Hybrid/Remote

JOB SUMMARY

The **HRIS Support Specialist I** is responsible for providing ongoing support to assigned clients using the UKG Ready platform. This role focuses on answering questions, resolving basic issues, and training clients on essential system functions related to HR processes such as benefits, checklists, forms, and data tracking.

JOB DUTIES

- Serve as the primary point of contact for assigned clients, providing timely and professional support
- Respond to and resolve basic client inquiries related to benefits, custom forms, checklists, and employee data tracking within the HRIS platform
- Assist clients in navigating and utilizing HRIS tools to complete daily HR tasks
- Troubleshoot and correct simple data or configuration issues within the UKG Ready platform
- Provide training and guidance to clients on how to use specific features or correct errors
- Document support activities, resolutions, and client communications using internal tracking tools
- Participate in internal training to build knowledge of UKG Ready system functionality and HR practices
- Collaborate with other support and implementation team members to share knowledge and promote consistent client service
- Participate in training sessions to build expertise in the UKG Ready platform and implementation methodology

REQUIRED EXPERIENCE / QUALIFICATIONS

- Basic understanding of HR functions such as onboarding, benefits, and employee recordkeeping
- High attention to detail and strong problem-solving skills
- Ability to follow established procedures and ask questions when needed
- Comfortable learning and navigating cloud-based systems (HRIS or similar platforms)
- Ability to work independently and manage priorities in a fast-paced project environment
- Strong organizational and time management skills
- Comfortable working in a fast-paced, deadline-driven environment

PREFERRED EXPERIENCE / QUALIFICATIONS

- Associate's degree or coursework in Human Resources, Business Administration, or a related field
- Prior experience in a customer service or technical support role
- Exposure to UKG Ready or another HRIS platform
- Interest in developing a career in HR technology or HR support

TECHNICAL SKILLS

- MS Office/Windows

- UKGReady experience
- Zoom Phones and Meetings
- Smartsheet