



Title: **Payroll Support Specialist (YMCA)**

Location: Any Location/Hybrid/Remote

### **JOB SUMMARY**

The **Payroll Support Specialist** is responsible for delivering exceptional customer service to ensure client needs are met, resolving issues via phone, email, and Teams meetings in alignment with current SLA timelines. In addition to handling client support inquiries, this role will manage projects originating from support requests, ensuring all deadlines are met efficiently.

The Payroll Support Specialist will also contribute to team development by assisting with the training and mentoring of new and existing team members, documenting processes, and supporting payroll processing as needed.

### **JOB DUTIES**

- Maintain client's employee records within our payroll platform (i.e. direct deposit, deductions, earnings, garnishments, Levy, child support)
- Review, balance, and process payroll for clients of varying sizes
- Generate and deliver payroll reports and other client reports as needed
- Process stop payments, reversals, and replacements
- Process retirement files and payments in YERDI
- Prepare and process end of the year reporting requirements and W2 forms.
- Review and resolution of client requests, by working through various questions, system setups, etc.
- Support clients in learning and mastering software through training sessions
- Be the central point of contact for the client for all payroll concerns and matters, while actively building strong relationships with them
- Guide and coach fellow team members to enhance their skills and knowledge
- Work with internal and external individuals to answer questions, resolve issues, and share information
- Analyze issues, identify root causes, and implement effective solutions to prevent recurrence
- Identify and resolve technical issues related to payroll systems, data entry errors, system glitches, or connectivity problems, to minimize disruptions to payroll operations
- Collaborate with employees throughout the Creative Planning organization to make sure we are providing a high level of client experience to our clients
- Remain in compliance with federal, state and local legal requirements and regulations.
- Stays up to date on software changes/enhancements to optimize software utilization
- Please note, this job description is not intended to be an exhaustive list of all responsibilities, duties, or skills required. Additional tasks may be assigned as needed to meet the evolving needs of the team and the organization.

### **REQUIRED EXPERIENCE / QUALIFICATIONS**

- Associate's degree in Business, Accounting, Finance, Human Resources, or a related field and at least 3 years of payroll processing experience

- Advanced Level in Word, Excel, Outlook, PowerPoint, and web-based applications, etc.
- Experience providing excellent customer service
- Sound technical skills and overall PC proficiency
- Possess a creative problem-solving mindset capable of addressing diverse challenges and delivering effective solutions to clients
- 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 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
- Experience with computerized payroll and HRIS systems, software applications. Preferred Qualifications would include experience in: UKG Pro, WFM
- Experienced in finding solutions to technical payroll, tax, and systems related issues