



<b>Job title</b>	<i>Payroll Customer Service Representative</i>
<b>Reports to</b>	<i>VP of Payroll</i>

### Job purpose

The individual will assist clients with their payroll related requests and inquiries.

### Duties and responsibilities

1. Ensure transparent communication and a high caliber of customer service for all relevant stakeholders:
  - Respond timely and accurately to all inquiries
  - Proactively address any barriers to efficient workflow both intra and interdepartmentally
  - Keep direct manager informed about deadlines as well as process implementation
2. Onboarding of new payroll clients
  - Gather necessary data to onboard new payroll clients by reaching out to relevant parties
  - Ensure payroll and benefits systems are accurate and ready for payroll processing and benefits administration.
3. Reconciling Benefits
  - Generate and run reconciliations of benefit carrier bills.
  - Ensure all issues are fully resolved.
4. Other duties as assigned

### Qualifications

A successful individual in this role will:

- Have basic computer knowledge and communication skills

Specific requirements:

- Able to prioritize and meet deadlines
- Able to operate independently
- Attentive to detail
- Organized
- Able to learn new systems and policies
- Possess excellent verbal and written communication skills

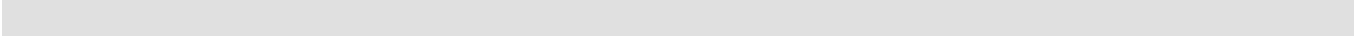
### Working conditions

This job occurs in an office environment with mostly sedentary work. The role requires frequent interaction with fellow coworkers, as well as focused concentration at a computer work station.

### Physical requirements



This role has no specific physical requirements.



<b>Approved by:</b>	_____
<b>Date approved:</b>	
<b>Next annual review:</b>	