

Job Title: Customer Service Coordinator, Payroll
Classification: Hourly, Non-Exempt
Manager: Director, Client Operations

Date: June 16, 2020
Department: Services
Location: Elkhart

Purpose

The Customer Service Coordinator, Payroll is responsible for processing payrolls, assisting clients, troubleshooting issues, and supporting the payroll operations functions.

Essential Duties and Responsibilities

- Process posted payrolls for clients and provide day to day support to end-users as it relates to Payroll; Provide system knowledge of VibePay payroll
- Assist clients with Year End Processes which typically requires additional time and effort
- Assist client with producing timely and accurate W-2, 1099M, and 1099R forms.
- Train and support client end users on use of VibePay payroll product
- Research and analyze monthly, quarterly, and yearly tax issues or concerns and process tax adjustments
- Ensures that clients are retained, satisfied, and that their requests are completed
- Provide support to the client retaining ownership of open issues while researching and developing solutions with the implementation and development staff; Consult with and recommend process improvements to clients
- Provide status updates to client end users on outstanding issues per contract during research and resolution process
- Process requests and prepare correspondence to fulfill client needs and ensure client satisfaction
- Provide issue resolution documentation to the client
- Lead or participate in other assigned projects

Qualifications

- Bachelor's degree in Business, Human Resources or associated study from an accredited college or university
- One or more years of experience related to payroll administration or payroll support
- Intermediate to advanced knowledge of Payroll systems and Benefit systems; MS Office
- Experience in Crystal Reports and SQL Server a plus
- CPP or FPC (Fundamental Payroll Certification) is a plus

Competencies for Success

- Customer Service Focus: Ability to use discretion and independent judgement to solve complex problems; Strong customer engagement service skills to drive improved use of capabilities
- Superior Interpersonal Skills: Ability to interface with a wide range of personalities and levels with Vibe HCM and client organizations; Professional communication style
- Data Collection and Analysis: Proactive listening; Resourceful in collecting sufficient data; Analysis of data to develop and implement the best solution
- Initiative: Self-starter with strong sense of ownership; Tenacity in problem solving with positive outcomes
- Detailed administrative skills for tracking and reporting

Work Environment and Physical Demands

The work environment and physical demands are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet to moderate in an office setting.

The employee is frequently required to be in a stationary position and regularly use the computer keyboard and mouse and will view the computer monitor frequently. The employee is occasionally required to stand, walk and reach with hands. The employee is occasionally required to climb or balance, stoop, kneel or crouch. The employee may occasionally lift and/or move up to 20 pounds.

Reasonable accommodations may be made to enable individuals to perform the essential job functions.

Other duties will be assigned as the above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for the position.

Vibe HCM is an equal opportunity employer.

To apply for this position, please send cover letter along with your resume to jobs@vibehcm.com.

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