

Position Description

Job Title: **Senior Payroll Specialist**

Summary: Payroll Specialists, LLC is a CPA-owned, relationship-based payroll provider with over 30 years of experience in the Colorado market. Our commitment to quality and dependability, along with a team of professionals focused on our client's needs, success and profit has made us a valuable company in our industry. Payroll Specialist is team based which strives to build our foundation and become even more effective by aligning and uniting the human, financial and physical aspect of our company to bring superior service to our clients and to be a valued neighbor in our community.

Essential Duties and Responsibilities

- Customer Service – Assist clients as need through person, phone and email. Includes helping client resolve payroll and tax issues or questions. Trouble shoot problem areas they may be experiencing or not understanding. Building personal relationships with clients and assuring them their business needs are being met.
- Be responsive to phone calls and ensure appropriate follow-up on all requests.
- Payroll Processing- Manage 80 accounts to be paid timely and accurately as scheduled.
- Process monthly, quarterly and annual tax payments and tax returns.
- Report new hire reports to state on weekly basis
- Manage Swipe Clock set up and maintenance.
- Research, diagnose and assist in resolutions for internal issues and system problems.
- Maintain, update and create reports and software set up for streamlining procedures and new client requests.
- Support and provide guidance to Payroll Processors on procedures, guidelines, and regulations to make sure they are understood and implemented.
- Work directly with Director of Payroll on payroll processors work load, performance, needs, challenges, and accomplishments
- Continually learn tax law and policies for client support
- Assist Director of Payroll with new client setup and tax notices.
- Work with clients to understand needs and if additional services can be provided to them
- Train new employees and staff on payroll process and system functions.
- Order Year-end supplies
- Teamwork; Help team as needed to ensure providing the highest level of customer support
- Other duties as assigned

Skills and Competencies

- Detail Orientated
- Ability to Multi Task
- Self starter; able to identify work that needs to be done and do it without being instructed
- Well developed in troubleshooting and problem solving
- Knowledgeable of tax laws, rules and regulations.
- Proficient with the use of computers, typing and 10 key.
- Ability to work within a team where members depend on each other to get a job done
- Attention to detail is critical or this position

Education, Certifications and/or Experience

- High School Diploma Required
- 6-8 year's payroll experience preferred with a Payroll service provider
- CPP Training preferred
- Thomson Reuters software experience preferred
- Must be proficient in Word and Excel
- Understanding of Payroll, Tax and garnishment laws
- Patience and ability to work close with others in a team environment