



<u>Job Title:</u>	Payroll/HR Customer Service Representative
<u>Department:</u>	Payroll/HR
<u>Reports To:</u>	Director, Payroll/HR Operations
<u>Revision Date:</u>	3/30/2011

Position Overview

The Customer Service Representative will be responsible for managing and processing multiple client payrolls, answering client inquiries and troubleshooting payroll issues. This position will require flexible hours in order to provide service to our West Coast clients.

Duties and Responsibilities

- Responds/resolves all client inquiries via telephone, fax, or email. Ensures follow up in timely, professional manner. Escalates elevated inquiries immediately.
- Prepares and transmits custom reports for clients, CPAs, third party administrators.
- Organizes and manages multiple clients, deadlines and projects.
- Trains and assists clients on software.
- Serves as a liaison between clients, CPAs and National Sales Executives.
- Moves clients through the retention funnel, turning clients into advocates and champions of CPI-HR's services.
- Assists other CSRs as business needs demand and provides telephone backup coverage.
- Assists management team in the execution of CPI-HR's Strategic Business Plan.
- Attends weekly payroll department meeting and reports on projects, client issues, CRMs submitted and responses to those inquiries.
- Balances all clients' employee, wage, tax and deduction information.
- Ensures accurate set up of general ledger, benefit accruals, 401(k) plans and garnishments.
- Utilizes CRM database to track, manage, and report all client activities.

Other Duties and Responsibilities

- Inputs and processes client payrolls in a timely and accurate manner.
- Updates and maintains employee information in Mangrove per clients' requests.
- Reports and transmits accurate, timely payroll information to client, bank, tax agency, and third party administrators as requested.
- Utilizes Mangrove manual for troubleshooting, submits CRMs as needed.
- Packages client payrolls in accordance with unique packing instructions for delivery.
- Assists in the on-going development of payroll procedures.
- Organizes and maintains client specific payroll information on CPI-HR data systems for easy access and reference.

Requirements

- Experience - Three to five years work experience with payroll/HR software; or equivalent combination of payroll experience/education.
- Education - Associate Degree in Business or related field helpful, but not mandatory; CPP or FPC preferred.
- Knowledge of federal, state and local payroll taxes.
- Experience with human resources and reporting requirements.

Other Skills/Competencies

- Effective oral and written communication skills.
- Excellent interpersonal skills.
- Computer literacy with intermediate skills in Microsoft Word and Excel.
- Organizational, time management, and problem-solving skills.
- Intuitive and detail orientated.
- Self-directed, proactive and able to anticipate needs.
- Comfortable working in a fast-paced environment with short deadlines.
- Ability to multi-task.

To apply for this position [CLICK HERE](#).

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to this job classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, to fulfill the ongoing needs of the organization.