

## PAYROLL IMPLEMENTATION SPECIALIST

ePay Business Solutions is a rapidly growing payroll service bureau centrally located in Auburn, Massachusetts. We take pride in learning our clients' specific needs and implementing the appropriate solution for each company. Every day, we live our core values: Strive for Excellence, Deliver a Great Experience, and Win as a Team. By doing so, we will all succeed together. We are currently recruiting for a Payroll Implementation Specialist.

### Position Summary

As a Payroll Implementation Specialist, you will be accountable and responsible for providing exceptional service to our clients by continually exceeding their expectations. You will be responsible for training and managing clients throughout the implementation process of converting to our product. We operate in a team environment ensuring effective communication with clients and other team members resulting in our clients' ability to use the full functionality of our Human Capital Management (HCM) software.

Other duties include:

- Provide exceptional customer service.
- Serve as primary contact for clients throughout the implementation process and provide ongoing product support.
- Provide customer-focused interaction ensuring timely responsiveness and effective follow-ups to client and internal requests.
- Assist clients to best configure the software to meet their business needs.
- Ensure that clients and team members are properly trained on HCM product.
- Manage and maintain all training resources for HCM product.
- Update and maintain an online project-tracking system ensuring all deadlines are met.

### Qualifications

A qualified candidate will have 2 to 5 years' experience in any of the following systems: payroll, benefits, human resources, general ledger, or timekeeping. A Bachelor's degree is preferred but equivalent work experience will be considered. You must possess exceptional organization skills, be detail-oriented, be able to work independently, and manage your time to meet deadlines for multiple projects at once. Must possess the ability to deal with sensitive information and recognize the need for confidentiality. In addition, you must possess outstanding interpersonal and presentation skills and be able to work effectively as a member of a team.

If this position sounds interesting to you, please forward your resume to [hr@epaybiz.com](mailto:hr@epaybiz.com).