



PAYROLL SUPPORT SPECIALIST

ePay Business Solutions is a rapidly growing payroll and human resources services company 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 succeed together.

Position Summary

Our company is seeking a reliable **Payroll Support Specialist** for our clients. We're looking for an experienced professional who understands the unique factors involved in processing payroll for multiple clients.

The Payroll Support Specialist is responsible and accountable for providing exceptional service to our clients; assist clients with their day-to-day processes, provide accurate and timely responses to requests and identify and recommend effective and efficient process improvements. This position requires the ability to learn software, stay up to date with the changing laws and policies, and adapt to the payroll changes.

What You'll Be Doing

The essential functions of a Payroll Support Specialist include, but are not limited to the following:

- Contact clients daily to obtain payroll data including salary adjustments, special payments, tax allocations, employee deductions, and to set up processing schedules.
 - Provide customer-focused interaction via telephone and email ensuring timely responses and effective follow-ups to clients and internal requests.
 - Manual entry of new hires into Evolution and iSolved, enter hours worked and pay information and process payroll.
 - Research and resolve client/system problems.
 - Maintain up-to-date knowledge of the payroll processing system and changes in wage and tax laws.
 - Participate in client training sessions.
 - Collect banking information for direct deposit setup and initiate deposits on paydays.
 - Familiarize yourself and keep current with the taxation of salaries, benefits and other factors.
 - Process and monitor garnishment orders and other issues that impact payroll specifications.
 - Maintain and document all payroll records.
 - Conduct audits of all payroll records.
 - Reconcile general ledger relating to payroll transactions.
 - Detect and process issues relating to uncollected payroll.
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In addition to the above, individual Payroll Support Specialists may be asked to:

- Upload client 401(k) reports to provider websites.
- Assist with client tax related items.
- Resolve ACH returns.
- Provide to banks and clients direct deposit amounts, tax and billing reports.
- Assist in providing ACA reporting to clients.
- Update Power of Attorney documents as needed.
- Review Efficient Form Files.
- Complete the hiring and direct deposit process in Evolution.
- Review client Paid Time Off policies and establish accruals in Evolution and iSolved.
- Install Evolution for client use.
- Print, seal and arrange for delivery of payrolls as well as forms W-2, 1099-MISC, and 1095.
- Upload Intego Workers Comp and PaySync Workers Comp files.
- Order supplies for fax and printers and order packaging supplies.

Position Qualifications

- Associates Degree in Accounting or a related field preferred.
- **Two to five years of experience processing payroll.**
- Possess exceptional organization skills, be detail-oriented, and have the ability to work independently to manage your time to meet headlines.
- Possess the ability to deal with sensitive information and recognize the need for confidentiality.
- Possess excellent communication skills and interpersonal skills.
- Must be a team player.
- Must be a motivated self-starter who has the ability to learn new things and adapt accordingly.
- Support the goals of the company by embracing its **core values**: *strive for excellence, deliver a great experience and win as a team.*

This is a great opportunity to work for an inclusive, dynamic company that focuses on teamwork and excellence!

If this role seems like a great fit, please send your resume to HR@epaybiz.com
