

POSITION DESCRIPTION

Payroll Consultant

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.



POSITION DESCRIPTION

Title	Payroll Consultant	Location	Australia
Report to	Payroll Manager	Direct report(s)	None

The purpose of this role

To provide payroll management services to clients in a manner consistent with service SLA's
To act as an SME for payroll and related payroll function solutions to our customers
Be a Managed Service champion with Internal and external stakeholders

The key accountabilities of the role

- Ensure payrolls are process in line with relevant legislation, accurately and on time
- Pay the right people the right amount at the right time.
- Understanding each customers individual payroll requirements and execute against these
- Customer Satisfaction (CSAT)
- Keep up to date with Payroll and related industry knowledge
- Maintaining customer records on internal systems

The key responsibilities of the role

- Responsible for end to end management of payroll functions for managed service clients
- Process payrolls ensuring compliance with current legislation (Superannuation, PAYG, Payroll tax etc) is met, checking and reconciling payroll reports before sending to clients for verification
- Perform calculations and reconciliations that are correct and compliant
- Respond professionally and accurately to clients within required time frames & clients agreement for service
- Provide accurate, clear and concise factual information to customers.
- Own your portfolio of clients and process payrolls in line with Readytech's internal and client procedures to meet individual client expectations
- Provide back up portfolio / team support when required, ensuring all SLA's are met
- Gather insights from clients on changing business needs and work with CSM's to recommend solutions to minimize churn



- Ensure the client contacts are informed and communicated with regularly on updates to legislation, product enhancements or fixes & changes, including understanding and system navigation as required
- Hold clients accountable to ensure SLA's are achievable and expectations are met
- Invoice and charge customers correctly for services provided, in line with service agreements and other agreed support charges
- Build and manage superior relationships with clients and have a proactive approach to delighting our customers
- Assist clients to maximise system features and functionality as required
- Execute User Acceptance testing on payroll related features and functions as required by IT or product either for enhancements, releases or fixes.
- Identify and contribute to continuous process improvement strategies, including the maintenance of procedure documents, checklists and other support documents
- Actively take ownership of your own Learning and Development plan, attend and participate in internal training. Utilise the learnings to ensure you are competent in the core skills as defined by your leader
- Identifying opportunities to improve our service offering and client experience
- Maintain and update Systems (CRM and BPO), process documentation, schedules, checklists, timetables and any other client related documents for smooth operating of the payroll function
- Share knowledge and collaborate with other Teams / Team Members to promote best practice and consistency both internally and for our customers
- To raise and follow up on issues/enhancements requiring internal team support. Making sure the client is updated at all times on expectations of deliverable and timings
- Ensure that clients data integrity is maintained and protected. Escalate issues as appropriate
- Other duties or projects as required
- Adhering to Company Assurance program ISO27001
- Demonstrate and model the Readytech values
- Attend operational meetings with clients as required



The ideal candidate will have these:

1. Skills	- Extensive Payroll Processing (in a high volume environment) - Strong Analytical skills - Extraordinary time management prioritisation skill - Be able to deliver against tight deadlines - Great problem solving ability and executing on solutions - A positive attitude, be a team player, yet have the ability to work autonomously - Attention to detail - Excellent communication skills, written and verbal - Strong relationship building skills & Excellent Customer Service ethics & Focus - Intermediate to Advanced Excel skills - Proactive, self-starter and results-driven with can-do attitude - Be adaptable and embrace change - Sound knowledge of Payroll, legislation, EBA and Award interpretation & multi state payroll - Diplomacy and take pride in your work
2. Knowledge	- Sound Compliance Knowledge (Legislation) - Sound Technical Payroll Knowledge - Understanding EBA's Awards & Interpretation - Payroll System (how to use a payroll system)
3. Experience	- Managing multiple payrolls & frequency's - Processing in high volume environment - Portfolio management - Payroll processing using various data collection methods - Working as part of a high performing team - Exposure to varying industries, payroll sizes and complexities - Exposure to identifying and resolving customer requests - Working in a customer service environment with all levels within an organisation - High Level of computer literacy