

POSITION DESCRIPTION

Payroll Support Agent (PDS Hypercare)

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

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|------------------|---------------------------------------|-------------------------|---------|
| Title | Payroll Support Agent (PDS Hypercare) | Location | Various |
| Report to | Support Team Leader | Direct report(s) | N/A |

The purpose of this role

Our Payroll Support Agents (PDS Hypercare) sit within our Workforce Solutions division in the Customer Experience team and are responsible for supporting customers through a critical period of payroll and compliance change, including Payday Super (PDS) and EOFY processing.

This role focuses on providing dedicated, high-quality support for HR3 (Ready Pay) customers, ensuring they can confidently navigate increased complexity, meet compliance obligations, and maintain accurate payroll outcomes.

This is a fixed-term role focused on supporting customers through a major regulatory transition.

The key responsibilities of the role

- Respond to customer queries (email and phone) with a focus on payroll and compliance-related support
- Support customers with payroll processing, EOFY activities, and Payday Super (PDS) requirements
- Take ownership of assigned cases end-to-end, ensuring timely and accurate resolution
- Troubleshoot payroll-related issues and identify root causes
- Provide clear, practical guidance to customers navigating payroll and compliance scenarios
- Escalate complex payroll or system issues appropriately
- Maintain accurate case notes and documentation in Salesforce
- Contribute to knowledge base content to support repeatable payroll scenarios
- Identify recurring payroll/compliance issues and provide feedback to internal



The ideal candidate will have these:

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| 1. Skills | <ul style="list-style-type: none">• Strong problem-solving skills, particularly in payroll and compliance scenarios• Clear and confident communication, with the ability to explain complex payroll concepts simply• High attention to detail and accuracy• Strong organisation and time management |
| 2. Knowledge | <ul style="list-style-type: none">• Payroll systems and processes (essential)• Understanding of payroll compliance requirements (AU/NZ highly desirable)• HR3 / Ready Pay experience (highly regarded)• Salesforce or similar systems |
| 3. Experience | <ul style="list-style-type: none">• Experience in payroll, payroll support, or payroll processing roles• Experience in customer support or service environments• Experience working with payroll or HRIS platforms (preferred)• SaaS or technology environment experience (advantageous) |