

Job Posting: Client Payroll Implementation Specialist

Company: Concierge Third Party Administrator (CTPA)

Location: Remote (Must be located within the U.S.)

Job Type: Full-Time

Pay Range: 50k to 60k

Position Overview:

Concierge Third Party Administrator is seeking a meticulous and client-oriented Payroll Implementation Specialist to enhance our team. The specialist will be responsible for closely collaborating with clients to streamline payroll processes and effectively manage their benefits programs. This position requires exceptional communication abilities, technical proficiency, strong customer service skills and a dedication to ensuring a smooth implementation journey for our clients.

Key Responsibilities:

- Engage with clients to understand their payroll systems and benefits administration requirements.
- Design and implement detailed plans to integrate benefits programs seamlessly with clients' payroll systems.
- Coordinate with the administrative team to ensure the smooth integration of eligibility and payroll data file feeds.
- Build and set up custom reports and deductions tailored to client specifications.
- Conduct training sessions and provide ongoing support to clients on utilizing payroll and benefits administration systems.
- Address and resolve any challenges that arise during the implementation phase.
- Maintain thorough documentation of implementation procedures and client communications.
- Collaborate closely with internal departments such as IT, customer support, and account management to ensure successful implementations.
- Stay updated on industry trends and best practices in payroll and benefits administration.

Qualifications:

- Proficient in navigating payroll software and benefits administration systems, including QuickBooks, ADP, Paychex, Paylocity, Paycom, iSolved, and Prism.
- Exceptional communication and interpersonal skills, with the ability to build strong relationships with clients.
- Capable of managing multiple projects simultaneously and meeting deadlines effectively.
- Detail-oriented with strong problem-solving skills and a proactive approach to challenges.
- Customer-centric with a focus on delivering top-notch service and support.

Why Join Us?

At CTPA, we value our employees and strive to create a collaborative and supportive work environment. As a Payroll Implementation Specialist, you will play a crucial role in helping our clients achieve their payroll and benefits administration goals. We offer competitive compensation, comprehensive benefits, and opportunities for professional growth.

How to Apply:

If you are passionate about delivering exceptional client service and have the skills to thrive in a fast-paced environment, we want to hear from you! Please submit your resume and a cover letter detailing your relevant experience to careers@ctpa.com.