

# JOB DESCRIPTION

## **HOW TO APPLY**

Carefully review the job position below, then complete the attached application (pgs. 4-7) and email to [careers@sdppayroll.com](mailto:careers@sdppayroll.com).

## **POSITION SUMMARY**

Professional payroll experience is defined as direct or related involvement in at least one of the following:

- Payroll Production, Payroll Reporting, Payroll Accounting, Payroll Systems, and Payroll Taxation
- Payroll Administration
- Payroll Education/Consulting

Must have:

- Accounting and Bookkeeping knowledge
- Call Center / Help Desk background
- The ability to meet deadlines
- Flexibility to work in a team environment as well as individually

Customer Service Representative III is expected to make day to day decisions regarding Client Services, scheduling, processing, training, solving customer problems and other related matters that are within the area of responsibilities and are consistent with the prevailing Department and Company policies

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential functions include, but are not limited to the following:

- Proven ability to carry out our service vision of serving clients with unrivaled performance and providing one call resolution independently
- Demonstrate mastery of fundamental and advanced payroll concepts
- Demonstrate ability to leverage knowledge of ancillary services and product solutions; (including, setup, pricing and effect on client's organizational goals) independently
- Demonstrate ability to perform advanced timekeeping set-up independently
- Proven ability to set priorities, handle multiple tasks efficiently and work independently
- Executes effectively by using resources efficiently, meeting deadlines, and keeping others informed of work plans and progress toward goals
- Successful work experience demonstrating an ability to communicate effectively, work well with others, use productive work methods, exercise sound judgment and display initiative and innovation on the job
- Following up and following through with clients on existing open cases
- Being able to multi-task between phone calls, emails, data entry
- Demonstrate ability to perform simple to intermediate GL setups independently
- Demonstrate ability to perform the implementation of new accounts independently
- Assists in creating and maintains critical support documentation in the enterprise defined knowledge repository
- High level of communication skills exemplifying successful leadership working in a team environment

- Proven ability to de-escalate and assist difficult or irate customers to turn around customer experience; ability to think ahead for the customer, offer options to solve their problem and make a difference
- Responding and replying to 25 – 100 emails daily
- Inputting, auditing and processing 10 – 20 payrolls daily
- Assisting the Implementation Department to transition new clients to Customer Service
- Review the major issues with their managers
- Maintains a team orientation in dealing with fellow associates
- Provides quality service

#### **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- Quality service orientation
- Strong focus on customer satisfaction and detail.
- Demonstrated ability in problem solving
- Ability to meet deadlines.
- Flexibility to work in a team environment as well as individually
- Internet experience and PC literate
- Microsoft Office (Excel, Word, and Outlook)
- Sufficient skill to type and enter alpha and numeric data
- Professional telephone etiquette
- High volume Call Center / Help Desk background preferred
- Associate Degree or higher in accounting
- 5+ years of professional payroll experience and/or demonstrated mastery of Payroll Concepts

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

#### **NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and

are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**Reviewed with employee by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Received and accepted by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

**Application for Employment**

We are pleased that you are seeking employment with Southland Data Processing. Applicants are considered without regard to race, color, religion, sex, age, or national origin, or any factors prohibited by local, state, or federal law. We are proud to be an Equal Opportunity/Affirmative Action Employer.

**Personal**

Last Name: \_\_\_\_\_ First: \_\_\_\_\_ M.I.: \_\_\_\_\_

Address: \_\_\_\_\_ Day Ph.: \_\_\_\_\_ Evening Ph.: \_\_\_\_\_

In Case of Emergency, Please Notify: \_\_\_\_\_ Tel. No.: \_\_\_\_\_

Please List all names you have used in the past:

Have you ever been employed by our Company? Yes  Dates Employed \_\_\_\_\_ No

How were you referred to our Company? Advertisement  Employee  Agency  Other: \_\_\_\_\_

Have you ever applied for employment at our Company? Yes  Date \_\_\_\_\_ No

**Employment Desired**

Position: \_\_\_\_\_ Date Available: \_\_\_\_\_

Are you interested in: Temporary  Full Time  Part Time

**Experience**

List the last five (5) employers, starting with the most recent or go back 10 years, including military service. Attach separate sheet if necessary.

May we contact your current employer? Yes  No

Employer Name: \_\_\_\_\_

Address: \_\_\_\_\_ Tel: \_\_\_\_\_

Position: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

Employer Name: \_\_\_\_\_

Address: \_\_\_\_\_ Tel: \_\_\_\_\_

Position: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

Employer Name: \_\_\_\_\_

Address: \_\_\_\_\_ Tel: \_\_\_\_\_

Position: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Reason for leaving: \_\_\_\_\_

**Employer Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **Tel:** \_\_\_\_\_  
**Position:** \_\_\_\_\_ **From:** \_\_\_\_\_ **To:** \_\_\_\_\_  
**Reason for leaving:** \_\_\_\_\_

**Employer Name:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **Tel:** \_\_\_\_\_  
**Position:** \_\_\_\_\_ **From:** \_\_\_\_\_ **To:** \_\_\_\_\_  
**Reason for leaving:** \_\_\_\_\_

**Education**

**Begin with high school and include any military schools you may have attended**

**High School Name:** \_\_\_\_\_ **Address:** \_\_\_\_\_

**Graduate?** Yes  No  **GED**

**College or Trade School:** \_\_\_\_\_ **Address:** \_\_\_\_\_

**Course of Study:** \_\_\_\_\_ **Degree:** \_\_\_\_\_

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**Course of Study:** \_\_\_\_\_ **Degree:** \_\_\_\_\_

**College or Trade School:** \_\_\_\_\_ **Address:** \_\_\_\_\_

**Course of Study:** \_\_\_\_\_ **Degree:** \_\_\_\_\_

**Skills**

**Licenses or Certifications:** \_\_\_\_\_

**Typing Speed:** \_\_\_\_\_ **Word Processing?** Yes  No  **Software:** \_\_\_\_\_

**Additional Computer Skills:** \_\_\_\_\_

**Other Skills:** \_\_\_\_\_

**References**

**Name three (3) individuals we may contact who have knowledge of your performance and work experience, preferably former supervisors.**

**Name:** \_\_\_\_\_ **Company:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Company Address:** \_\_\_\_\_ **Ph. No.:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Company:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Company Address:** \_\_\_\_\_ **Ph. No.:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Company:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Company Address:** \_\_\_\_\_ **Ph. No.:** \_\_\_\_\_



**General Information**

1. Have you ever used another name?.....  Yes  No
2. Is any additional information relative to name changes, use of an assumed name, or nickname necessary to enable a check on your work and educational record?.....  Yes  No
  - a. If yes to either of the above, please explain:

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3. Have you ever worked for this company before?.....  Yes  No
  - a. If yes, please give dates and position: \_\_\_\_\_
4. Do you have friends and/or relatives working for this company?.....  Yes  No
  - a. If yes, name(s) and relationship(s): \_\_\_\_\_
5. On what date are you available to begin work? \_\_\_\_\_

6. Days/Hours available to work:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

7. Are you available to work?  Full-time  Part-time  Shift Work  Temporary
8. If hired, would you have a reliable means of transportation to and from work?..... Yes  No
9. Can you travel if the position requires it?..... Yes  No
10. Can you relocate if the position requires it?..... Yes  No
11. Are you at least 18 years old?..... Yes  No 
  - a. Note: If under 18, hire is subject to verification that you are of minimum legal age.
12. If hired, can you present evidence of your identity and legal right to work in this country?  Yes  No
13. Are you able to perform the essential job functions of the job for which you are applying with or without reasonable accommodation?.....  Yes  No
  - a. Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for qualified applicants/employees to perform essential job functions.

## **Applicant Statement and Agreement**

Please read and initial each paragraph below. If there is anything that you do not understand, please ask.

\_\_\_\_\_ I hereby authorize the Company to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the prior employers and references I have listed to disclose to the Company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the Company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

\_\_\_\_\_ In the event of my employment with the Company, I understand that I am required to comply with all rules and regulations of the Company.

\_\_\_\_\_ If hired, I understand and agree that my employment with the Company is at-will, and that neither I, nor the Company is required to continue the employment relationship for any specific term. I further understand that the Company or I may terminate the employment relationship at any time, with or without cause, and with or without notice. I understand that the at-will status of my employment cannot be amended, modified, or altered in any way by any oral modifications.

\_\_\_\_\_ I understand that safety of employees is extremely important to the Company and that the Company is committed to ensuring a safe working environment. I understand that I, and every employee, have a responsibility to prevent accidents and injuries by observing all safety procedures and guidelines and following the directions of my site supervisor. I understand and agree to comply with federal, state, and local regulations related to on-the-job safety and health.

\_\_\_\_\_ I hereby certify that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

\_\_\_\_\_ I understand that if I am selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 Form in this regard.

\_\_\_\_\_ I understand that if any term, provision, or portion of this Agreement is declared void or unenforceable, it shall be severed and the remainder of this Agreement shall be enforceable.

**MY SIGNATURE BELOW ATTESTS TO THE FACT THAT I HAVE READ, UNDERSTAND, AND AGREE TO ALL OF THE ABOVE TERMS.**

Signature: \_\_\_\_\_

Name (print): \_\_\_\_\_ Date: \_\_\_\_\_