

Payroll & Benefits Specialist

Are you ready to join an energetic, innovative & fast pace growing software company? If so, this role is for you.

WHAT YOU WILL BE DOING:

The Payroll & Benefits Specialist reports to the HR Manager and is responsible for preparing and processing all payroll data for employees. Responsibilities include ensuring compliance with all applicable state and federal wages, including taxes, garnishment, and all deductions; communicates and provides support to all exempt and non-exempt employees; works with third-party vendors; researches, compiles and summarizes data. In addition, this position provides and manages benefit eligibility and overall HR payroll and benefit resources for all active and inactive employees.

CORE RESPONSIBILITIES

PAYROLL- 60%

- Maintain and process hourly and salaried payroll information for all employees in compliance with Federal, State, and local laws, regulations, Collective Bargaining Agreement (CBA), and employment policies. Provide support to employees with payroll questions. Coordinate PTO tracking and accrual process. Be the first point of contact on employee verifications.
- Work with third party vendor on reports, quarterly taxes; check runs, W2 s, garnishments, and reporting as needed. Responsible for all payroll-related taxes, voluntary and involuntary withholdings, and other benefits.
- Provide confidential support in working relation to payroll and benefit services.
- Provide information to employees and serve as a liaison with third party vendors.
- Proactively communicate payroll and benefit availability and status to employees and third-party vendors. Assist with audit processes and/or other requested data as needed.
- Perform data entry and basic accounting functions related to retirement (401k) loan process, updating employee contributions in the system.
- Point of contact for staff with payroll-related system issues. Address problems and communicate back to the end user. Work with HR Manager in regards to system resolution and process improvement.
- Maintain employee confidence and protect payroll operations by keeping information confidential

HUMAN RESOURCES- 30%

- Provide Human Resource support with annual open enrollment; Work with the HR Generalist supporting new employee orientation. Conduct new benefit orientations as needed; Assist with paperwork, communication with employees, and answering questions.
- Active management of all unemployment benefits and claims, up to and including claim disputes and in person/phone representation on the company's behalf.
- Provide timely employment verifications and other related requests for employee information.
- Ensure all New Hire and Terminated paperwork and communication is prepared and completed in a timely manner.

OTHER MISC.- 10%

- Provide assistance as needed on special projects.
- Create, compile, organize and maintain personal files.
- Additional reporting as needed.
- Assist HR Generalist with administrative work.

QUALIFICATIONS

- Bachelor's Degree in a related field plus 2 years work experience in similar position.
- Excellent numeracy and literacy skills.
- Good timekeeping and an ability to meet strict deadlines.
- Organized, logical and methodical approach.
- Ability to remain calm under pressure.
- Flexibility. Busy periods may require longer working hours.
- A keen eye for detail and accuracy.
- Strong communication skills.
- Ability to use own initiative.
- Ability to work well within a team.
- Understanding of ongoing legislative changes which affect payroll and benefits.
- Experience using payroll software. ADP Workforce now preferred.
- Proficient with Excel and PowerPoint.

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift.
- Frequent alpha/numeric keyboarding.
- Ability to view a computer for a long period of time.

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this [link](#).

ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow [@calabrio](#) on Twitter.

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