

Payroll Consultant

Australia

The Customer Support Consultant delivers efficient, effective and accurate invoicing and payroll functions to all individual customers during their entire lifecycle at People2.0 and provides the support and assistance to the Service Delivery Manager in the delivery of the Customer Support Team's objectives. This position reports to the Service Delivery Manager.

What you'll get to do:

- Ensure all new customers are aware of payroll and invoicing processes
- Manage the collection of IPro timesheets and timely dispatch of invoices for all customers
- Administer accurate and timely processing of payroll for all customers
- Administer accurate and timely processing of all other People2.0 transactions including superannuation, Novated Leases and other packageable items
- Ensure the Service Delivery Manager is made aware of all processing errors
- Report all customer queries and issues to the Customer Relationship Manager for a timely response
- Maintain a high level of knowledge and understanding of the following:
 - All relevant employment and ATO legislation, including Modern Awards, Payroll Tax, Superannuation, Workcover, Business Expense Claiming & Salary Packaging
 - All internal Entity Solutions systems, tools and publications
 - All customer preferences & processes
- Assist the Customer Support Administrator where required in the delivery of administration responsibilities
- Additional duties and responsibilities as reasonably requested by the Service Delivery Manager
- Always operate under the 'Customer is King' philosophy
- Represent our brand in line with People2.0 vision and values, and always present in a professional manner
- Display a consistent desire to help or meet the service needs of both internal and external customers
- Each role will have individual, department and company targets, as well as expected behaviours which will be detailed in the individual's Performance Measurement targets

Skills and experience we value:

- Payroll or accounts payable and receivable experience
- Proven high level attention to detail and accuracy
- Demonstrated ability to handle high volume work with efficiency to tight timeframes
- Excellent multi-tasking, prioritizing and time management skills
- The ability to build rapport and establish strong business relationships within teams and Management
- Proven ability to work well autonomously and within a team environment
- Australian Payroll experience would be an advantage
- Good communications skills



People2.0 is the world's largest global employer of record (EOR) and agent of record (AOR) services platform, created exclusively to serve the talent ecosystem, including staffing agencies, search and recruiting firms, individual recruiters, mass talent procurement organizations, and compliance, contracting, and consulting companies.

People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business.

Please visit [People20.com](https://people20.com)

People 2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by law.