

## Support Executive - Payroll - Job Description

**Job Title:** Support Executive - Payroll

**Work Experience:** 1 to 2 years

**Work location:** Nungambakkam, Chennai

**Salary:** As per the Industry Standard

### **Job Summary:**

We are looking for an enthusiastic and highly motivated BCom Graduate to support clients with our Payroll Software. The primary goal is to facilitate clients use our Payroll software with ease and comfort.

The candidate must be friendly & persuasive and able to understand the customer's requirements in a short time and present solutions that meet their needs.

You must be agile to listen to client requirements, analyse the queries raised by the clients, identify category of support and approach internal teams accordingly. Quick turn around and First time right solutions are key standards of our company.

### **Responsibilities and duties:**

- Independent Client engagement and support
- Query Handling on Emails and Phone
- Analyse Client Queries and prompt response to clients
- Coordinate with Internal teams for solutions
- Check solution to ensure client query is addressed
- Communicate solution back to the client
- Use company Software training kits and available training resources to stay up to date on product features.
- System Study and implementation of FHR Payroll for New Clients
- Set up client database in testing environment.
- Parallel Run and Live Run
- Keep records of queries and solutions to track performance
- The employee should work from office and will report to Senior Payroll Analyst.

### **Requirements:**

- General understanding of the principles of Payroll concepts
- Knowledge of statutory requirements related to Payroll
- Excellent communication skills (Oral & Written - English)
- Knowledge of MS Excel
- Eager to learn the SaaS Product
- Proven experience in Payroll
- Motivation, driven and a self-starting attitude
- Take responsibility and ownership
- Proactively understand a client's needs and meet that need with a successful solution
- Persistent and result-oriented
- Patient and able to handle clients
- Proven Team player
- BCom degree with Payroll experience is preferred

Write to: [vidhya@formulahr.in](mailto:vidhya@formulahr.in)