IT - Consultant , SAP Functional , SAP Finance Job

Employer Name: Hire IT People LLC

SpiderID: 12447764

Location: Richardson, TX, Texas

Date Posted: 4/22/2022

Wage:

Category: Information Technology

Job Code:

Number Of Openings: 1

Detailed Job Description:  
  
2 - 3 year of HR &amp; Payroll Help desk experience  
  
Customer Service champion and the ability to model high levels of customer service  
  
Administer effective frontline line desk assistance to Employees where inquiries are beyond the knowledge of the help desk team members  
  
Knowledge/understanding of Company policies across all business formats  
  
Excellent listening skills  
  
Excellent written and oral communication skills  
  
Problem solving ability  
  
Strong communication skills across various levels of the organization  
  
Ability to meet quality standards and customer service goals  
  
Proven ability to multi-task and quickly learn new technology  
  
Intense customer service focus with a strong sense of urgency  
  
Proficient in SAP SuccessFactors, Microsoft Office and other computer applications  
  
Job Responsibilities:  
  
Resolve inquiries on employee time and pay, benefits, company policies and other HR related areas  
  
Provide detailed documentation on each call using case management system  
  
Actively listen to caller inquiry to ensure appropriate resolution  
  
Utilize available resources (i.e. knowledgebase, SAP SuccessFactors, company intranet) to determine the most accurate response to caller  
  
Interpret policy and explain procedures  
  
Coordinate with payroll SMEs and escalate customer requirement and issues as per requirement  
  
Respond to escalated issues from employees, HR professionals, and HR managers  
  
Actively listen to caller inquiry to ensure appropriate resolution  
  
Minimum years of experience\*: 2-5 years  
  
Certifications Needed: No  
  
Interview Process (Is face to face required?): No  
  
Does this position require Visa independent candidates only? No

Start Date:   
  
  
Position Type: Contractor  
  
  
Years of Experience Required:   
  
  
Education Required: None  
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Sami Scott

Company:

East Brunchwick

New Jersey

08816

Web Site: