

Senior Payroll Consultant

Company Overview:

Established in 2010 and headquartered in Singapore, BIPO is a **global payroll and people solutions** provider. Our comprehensive **total HR solutions** include our Human Capital Management (HCM) suite, Global Payroll Outsourcing (GPO) and Employer of Record (EOR) service across 150+ global markets.

We are better connected to support companies' payroll and people solutions needs through a global network of 40+ offices, four R&D centres, and business partners across 100+ markets. To date, we have served 460,000+ headcounts and 3,300+ clients.

Key Responsibilities:

To deliver efficient, accurate payroll and administrative functions, and monthly invoices to all clients. And provides client support and answer client's queries as and when required.

Part (A): Payroll Team Lead

- Cultivate effective communication, create positive influences and constantly motivate the team on a daily basis to achieve better results and increase productivity.
- Demonstrate as a good role model who always stays positive, calm and confident in work as well as client management.
- Develop, coach and mentor the payroll team, foster knowledge sharing, confidence, learning and development, driving continuous improvement in the team.
- Ability to evaluate queries and advise clients in a timely and professional manner.
- Critically review and analyze current practices and identify process improvements leading to best practice operations.
- Track SLAs for each of the team processes to ensure efficiency and productivity of the team.
- Ensure that appropriate oversight and controls are in place for all processes & outputs to meet external, internal and other compliance standards & regulation.
- Maintain payroll operational documents (e.g. Standard Operating Procedure manual, policies and guidelines, flowcharts & payroll related documentation)
- Maintains a knowledge and familiarity with regulatory requirements and legislative changes ensuring that all payroll (including the payroll system) are compliant with regulations
- Handle payroll audit and ensure proper maintenance of payroll documents.
- Provide support in pre-sales meetings on local payroll and statutory processes.
- Involve in recruitment, onboarding and offboarding process.
- Provides constructive and timely performance evaluations to direct reports.
- Participate in the payroll project discussion and implementation.
- Work closely with OS Manager in managing the client's escalation/requests.
- Other ad-hoc duties as and when required by Country Manager/OS Manager

Part (B): Project Implementation

- Mainly involved in a project or product implementation for clients in MY starting from project kick-off meeting till project handing over (after UAT);
- Provide Human Resources Management System (HRMS) users training and briefing as and when required;
- Required to conduct project kick-off meeting, project review meeting (timely basis) to ensure projects are on the right track;
- Propose and promote best practices.

Others:

- To assist and support other HR related initiatives and projects in BIPO Group;
- Supervise by checking and verified payroll for outsourcing clients;
- Provide guidance and direction to junior payroll staff (as senior role);
- Additional duties and responsibilities assigned by BIPO Management or Manager or Team Lead.

Requirements:

- Candidate must possess at least bachelor's degree in business studies or human resource management or other equivalent fields;
- Good communication skills in both written & verbal English. Mandarin is added advantage.
- Come with a customer-oriented mindset and must have good interpersonal skills;
- Candidate must be organized and details oriented;
- Ability to multi-task effectively with the ability to monitor the progress of multiple projects;
- Ability to quickly understand client's requirements, explore multiple approaches to address requirements, and suggest optimal solutions;
- 3-5 years of exposure in Payroll Role, will have added advantage.

Useful links

- Website: www.biposervice.com
- Facebook: <https://www.facebook.com/biposvc>
- LinkedIn: <https://www.linkedin.com/company/bipo-svc/>

To apply for this role, please contact my.hr@biposervice.com