

**NEEYAMO**





# Product Specialist

## □ Job Description

- Employees are expected to process country specific payroll as per process and achieve 100% accuracy and on time payroll based on trainings provided
- Keep oneself updated about Country Tax Knowledge and respective local Compliances and Legislations through provisioned channels
- Timely delivery of payroll for a client
- Resolving client Level 2 queries within given SLA
- 100% use of Payroll technology as intended
- Coordination with vendor / In country expert during payroll period
- Updating Country specific research document

## □ Responsibilities

- Responsible for payroll reconciliation of end clients to ensure that the accounts are clean and free of any anomalies
- Responsible for the entire payroll processing.
- Process accurate, complete, and timely payroll in a confidential manner.
- Maintains Payroll records on system as per internal security guidelines
- Ensure to process the payroll as per the HR policies & Benefits policy for employees
- QC validation / Reconciliation on payroll inputs and output
- Process improvements
- Ensuring Data security compliance of the team.
- Develop Payroll knowledge and keep upgrading the payroll tax knowledge for each country.
- Adhering to Company Policies, Rules and Regulations
- Handling employees' queries about the payroll within the TAT.
- Coordination / follow-ups with different location stakeholders and ensure to get appropriate inputs on time.
- Timely delivering the outputs as per the SLA.
- Maintaining the monthly payroll reports (MIS).
- Adhering to audit guidelines.
- Updating the transition status to Implementation Team
- Providing country specific support and templates for implementation
- Provide dump and status of queries to CSR
- Inform client escalations to country lead
- Update training team for additional requirements
- Update IT team for any enhancement or issues related to PayNComp
- Update quality team for finding any non-adherence to QMS and ISMS policies
- Update vendor team for any issues with vendor



#### □ **Qualification**

- Verbal communication (Must know English & French)
- Proficiency Level in French - C1/B2
- Any Graduate

#### □ **Location & Shift Availability**

- Pune, Hinjewadi Phase 1 - Work from office (Monday to Friday).