

Payroll Client Services Coordinator

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Company: Remote

Location: Colombia

Category: other-general

All of our positions are fully remote. You do not have to relocate to join us!

What this job can offer you This is an exciting time to join Remote and make a personal difference in the global employment space as a **Payroll Client Services Coordinator**, joining our **Payroll & Benefits Client Services** team. Our ambition is to provide the best end to end customer experience. Working closely with our clients and several team, you will be in charge of addressing all potential companies and employees issues related to Payroll. What you bring

2+ years customer service experience Experience with chat support is considered a big plus

Problem-solving abilities with great communications skills.

Ability to adapt to a fast-paced, international work environment with a passion for making an impact.

Naturally persistent, kind and patient.

You have a strong interest in payroll.

You have experience working with Zendesk, Slack and Notion.

Writes and speaks fluent English.

It's not required to have experience working remotely or async, but considered a plus.

Key Responsibilities

Act as a primary point of contact for all questions or issues related to employees payroll runs.

Provide companies and employees with support on all Payroll related questions and address their potential issues via email tickets, live chats and video calls.

Collaborate closely with Customer experience, Payroll Operations, Benefits, Tax and Finance teams to provide best in-class support to our clients and ensure answers are provided within strict SLAs.

Practicals

You'll report to Manager, Payroll Client Services

Team: Payroll

Location : For this position we welcome everyone to apply, but we will prioritise applications from the following locations as we encourage our teams to diversify; You need to be in Cerntal or South America to apply Because the team needs coverage in that timezone, and we do not encourage unhealthy work hours.

Start date : As soon as possible

Remote Compensation PhilosophyRemote's is to ensure fair, unbiased compensation and fair equity pay along with competitive benefits in all locations in which we operate. We do not agree to or encourage cheap-labor practices and therefore we ensure to pay above in-location rates. We hope to inspire other companies to support global talent-hiring and bring local wealth to developing countries. At first glance our salary bands seem quite wide - here is some context. At Remote we have international operations and a globally distributed workforce. We use geo ranges to consider geographic pay differentials as part of our global compensation strategy to remain competitive in various markets while we hiring globally.

The base salary range for this full-time position is \$19,500 USD - \$28,823 USD. Our salary ranges are determined by role, level and location, and our job titles may span more than one career level. The actual base pay for the successful candidate in this role is dependent upon many factors such as location, transferable or job-related skills, work experience, relevant training, business needs, and market demands. The base salary range may be subject to change.**Application process**

(async) Profile review

Interview with recruiter

Interview with Hiring Manager

Interview with Senior Manager, Payroll Client Services

(async) Offer

Employment Verification Check

Benefits

Our full benefits & perks are explained in our handbook at [. As a global company, each country works differently, but some benefits/perks are for all Remoters:](#)

work from anywhere

unlimited personal time off (minimum 4 weeks)

quarterly company-wide day off for self care

flexible working hours (we are)

16 weeks paid parental leave

mental health support services

stock options

learning budget

home office budget & IT equipment

budget for local in-person social events or co-working spaces

How youll plan your day (and life)

We work async at Remote which means you can plan your schedule around your life (and not around meetings). Read more at [.](#)

You will be empowered to take ownership and be proactive. When in doubt you will default to action instead of waiting. Your **life-work balance** is important and you will be encouraged to put yourself and your family first, and fit work around your needs.

If that sounds like something you want,

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Cross References and Citations:

1. Payroll Client Services Coordinator [ThehiredjobsJobs ColombiaThehiredjobs](#)
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