Payroll Customer Support

If you have a strong knowledge of UK payroll and would like to help others, then we have the perfect job for you!

RTI / CIS / Auto Enrolment – if these are what you know and love keep reading!

Due to our continued rapid growth, we are looking for payroll professionals with strong UK experience. Whether you are currently working in the UK and looking to relocate to Ireland or you have worked in the UK payroll sector in Ireland, if you have knowledge of UK payroll we want to hear from you.

This is an excellent opportunity for a talented, driven individual to work with Ireland's No. 1 payroll software provider at an exciting time of growth.

The role

Our Payroll & Software Support team is of the utmost importance to the success of our Company. As a member of the team, you will be the first point of contact for our customers.

Key duties will include:

- Supporting customers in the use of all software products over the phone and via email
- Responding to all product queries promptly and accurately, providing technically strong knowledge
- Actively keeping abreast of trends and changes in payroll and employment legislative areas
- Working with the team to develop the best possible products for our customers, including testing of products
- Contributing to the Company's online material, including blogs

Who are we looking for?

We are looking for a payroll professional, who is highly motivated and customer focused.

Key traits will include:

- Strong, up-to-date payroll processing experience
- A knowledge of Irish payroll processing would be preferable
- Payroll or accounts qualification would be a distinct advantage
- Excellent customer focus, with experience working in a customer facing role
- Excellent phone manner with ability to engage and build rapport with customers
- Flexibility to carry out a range of tasks
- Strong communication skills, covering both listening and verbal communication
- Developed interpersonal skills with the ability to build effective working relationships with other team members
- Strong IT proficiency

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We are committed to providing all staff with the tools to develop and to continually improve their skills and knowledge.

This is a full time, permanent position with a competitive starting salary (requests for a four-day week will be considered).

Interested candidates should send their CV and cover letter to recruitment@thesaurussoftware.com