

ComVida Corporation is looking for a payroll specialist with a strong knowledge of GL/AP and AR to join our customer service-oriented Help Desk. Responsible for providing technical assistance and support related to computer software and systems. Responds to queries, isolates problems, and determines and implements solutions.

This is a Regular 37.5 hours per week Monday to Friday position in our New Westminster office. The planned start date to be mutually agreed.

DUTIES AND RESPONSIBILITIES INCLUDE:

The principal functions of the job are to assist clients using the ComVida Employee Management Software and Financial Management Software with general software-related queries.

1. Provides assistance and support for incoming inquiries and issues related to computer software.
2. Research, resolve, and respond to questions received via telephone calls, callbacks, email, faxes, or escalations.
3. Provide first-level support in accordance with ComVida's HELPDESK standards.
4. Distribute knowledge to colleagues to improve user satisfaction and department productivity.
5. Develop and provide technical coaching/mentoring to:
 - a. USERS via Webinar training courses
 - b. other helpdesk and corporate employees.
6. Assist other helpdesk staff with major complex issues as required.
7. Develop, define, and communicate user/technical service policies for products supported by helpdesk.
8. Monitors service requests assigned in the queue and processes based on priority.
9. Other duties within the areas of knowledge and skills may arise.

QUALIFICATIONS

1. Minimum 3 years of accounting experience and payroll.
2. Ability to research and obtain information.
3. Post-secondary education in accounting or equivalent related work experience.
4. Excellent computer skills, including Outlook and Microsoft Office, with some skills and knowledge of Excel.
5. Payroll experience with union collective agreements would be an asset.
6. Excellent customer service and interpersonal skills and the ability to communicate effectively, both orally and written, with internal and external customers.
7. Ability to be tactful, demonstrate excellent judgment, and work as a positive and collaborative team member.
8. Organized, with the ability to work under deadlines with conflicting demands.
9. Ability to create and edit a wide variety of documents.
10. Enthusiastic, energetic, a self-starter with the ability to work independently and within a team.