

About ADP:

We power organizations with insightful solutions that drive business success. Consistently named one of the "Most Admired Companies" by *FORTUNE*® Magazine, and recognized by *Forbes*® as one of "The World's Most Innovative Companies," ADP has over a half-million clients around the globe and 60+ years of experience as a world-wide leader of business outsourcing solutions.

POSITION SUMMARY

Reporting into the Vice-President of Small Business Services (SBS), the incumbent is responsible for executing on business direction, operational efficiency, quality standards and retention targets in achieving ADP's vision and goals. Working cohesively with peers in other offices and the local management team, the incumbent will drive both success and expansion through efficiency and quality improvements across all business segments, through growth initiatives to expand the customer base, process and quality improvement, inter-departmental integration as well as associate retention and development. As a Director, plans, directs and conducts the overall operational strategies to ensure efficient and effective delivery of optimal service to the client base. This includes managing internal/external client relations. Responsible for leading a national group of specialized associates to support the small to mid account group. Provides directional leadership for a national service centre for small to mid complexity, multi-product SBS clients with an average size of 2-50 employees.

Using his/ her experience as an effective leader, s/he will be a key member of the site senior leadership team who will contribute to the development of the site's overall strategic direction and plans for growth and will effectively translate this direction to his/her service delivery team, while ensuring optimum client care and an enhanced client experience. As an ambassador of ADP within the local community, the incumbent will develop and maintain solid working relationships with key clients, partners, community and business associations.

RESPONSIBILITIES

- Provide leadership skills that support the organizational goals, value and mission by effective and frequent communication.
- Develops and implements policies and procedures that support client service and call monitoring operations. Designs and executes new methodologies and processes to increase quality, operational efficiencies and profit margins.
- Ensure the payroll process upholds compliance and regulatory requirements.
- Manage client SLAs to ensure metrics are achieved and fees at risk are minimized. Facilitate frequent client communications. Manage escalated matters and work with internal and external parties to bring issues to resolution.
- Manage strategic client relationships by working closely with the Relationship Manager to ensure strategic matters are addressed and resolved in a timely manner.
- Create and report on operational metrics and trends.
- Responsible for achieving quality service and ensuring client retention targets are met.
- Ensures productivity measurements are achieved. Analyses data and makes ongoing adjustments to achieve desired business results. Looks for innovative ways to improve service delivery and productivity.
- Contribute to the development and delivery of the Dartmouth SmartShore site strategy, including active participation in site planning cycles, setting and delivering against key site metrics and site program development and delivery.
- Identifies opportunities to maximize revenue and ensure effective expense management.
- Identifies opportunities for better utilization of technology and business process improvement to deliver upon the required business results and ensures successful implementation of appropriate solutions.

- Facilitate Year End planning and execution.
- Participate in organizational planning to support new clients.
- Provide excellent service to clients by delivering on all client expectations.
- Work with functional teams to deliver service in accordance with defined service levels.
- Manage third party vendor relationships.
- Foster associates to learn, develop and adapt to constantly changing work environment.
- Gain operational efficiencies by streamlining and automating processes, reducing redundancies and unneeded process steps.
- Validate new or revised processes.
- Ensure audit and accounting processes are followed.
- Forecast operational needs based on past/future trending.
- Review metrics throughout the month with Managers / Supervisor and Team (those managed directly and via matrix) to proactively manage trends and accountability.

SELECTION CRITERIA

A skilled relationship manager and communicator, the preferred candidate is an experienced results-oriented senior leader who is a tenacious, self motivated, high performance professional with a demonstrated passion and drive to succeed in a corporate environment. With finely tuned business acumen, s/he has a proven ability to maximize growth potential and to improve business operations and efficiency. With highly developed organizational skills, s/he has the ability to manage multiple projects while maintaining a customer focus. Highly analytical, savvy and able to deliver, s/he has a successful track record of successfully implementing creative initiatives that have a clear impact on overall business performance.

The ideal candidate will be experienced in managing large teams and will ensure the team performs its accountabilities and consistently generates results. S/he has a visible management style, a surplus of ideas and energy, leads by example in maintaining a "customer first" philosophy, has a proven ability to establish and measure performance targets as well as a demonstrated ability to develop and build the confidence and trust of employees, business partners and all stakeholders with integrity and transparency. A dynamic leader with superior people skills, the incumbent will have a proven ability to lead, manage, retain and nurture a diverse, highly motivated, high performance team that will consistently anticipate client needs and ensure that ADP is the provider of choice for existing and future customers.

COMPETENCIES

Education

- Bachelor's Degree in Business Administration, Finance or Accounting or the equivalent in education and experience.
- PCP, CPM preferred

Knowledge, Experience, and Skills

Required

- 7 - 10+ years of demonstrated work experience in the management and leadership of a large-scale operation. Work experience in a payroll environment is strongly preferred.
- Must be able to work well in a demanding, fast paced environment.
- Must possess excellent organizational and time management skills for managing multiple projects and priorities.
- Must possess excellent communication, presentation, negotiation and facilitation skills, and recognized organizational savvy.

Possessing several of the key components cited below will weigh significantly in the consideration of candidate selection:

- Experience in monitoring and improving payroll business processes
- Experience in managing service organizations
- Experience in payroll accounting and compliance practices and theories related to payroll systems and processes
- Experience in service technologies and development of service delivery solutions
- Proven attention to detail
- Ability to manage multiple activities simultaneously
- Ability to manage organizations cross-functionally (matrixed) successfully.
- Demonstrated customer service skills

Note to Job Seekers

Please note that any offer of employment will be conditional upon a background check, including a criminal record check.

To apply for this role please contact Rukhsana.khan@adp.com