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# Example of Process Expert Job Description

Our innovative and growing company is searching for experienced candidates for the position of process expert. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for process expert

* Responsible for tracking /preparing month Payroll Metrics - includes raw data gathering/template + actual reporting
* Applying legal patches in the system (CPF rates, or any changes that affects calculation or statutory reporting) - Communicate changes to Vendor and ensure that changes are implemented, tested and rolled out
* Support any initiatives that require Payroll's Subject Matter Expertise or involvement (including Change Requests)
* Coordinate with Vendor /Local Contacts for Approval & submission of Local Country Related Statutory Forms ( , IR21 Cessation Form / CPF & IRAS Forms for Singapore) & OR similar requirements for Malaysia/Indonesia
* Should have sound knowledge on mobility payroll
* Check on the GME link alerts & take appropriate actions
* Coordinate on tax invoice billing from Crimsonlogic (Singapore) in their website and send to team to raise PO
* Integrates and developes processes that meet business needs across the organization during commercial transformation
* Reviews tools currently used in pricing and proposes enchancements to accelerate speed of response from pricing team
* Prepares new price lists for key customers

## Qualifications for process expert

* Strong IT and financial system skills
* Must be able to work both independent in a team
* Implement adequate reporting mechanisms and control measures for all quality initiatives
* Identify opportunities for improvement and support implementation based on results and findings of quality monitoring
* Conducts call calibrations sessions on monthly basis along with advisors and leadership team separately to improve quality and standardisation
* In periods of excessive call volume, assists by taking inbound colleague calls or handling inbound/outbound colleague emails