



Payroll Processing Specialist

This position is available for remote work, preferred locations Tempe, AZ; Orlando, FL; Augusta, GA; Norfolk, VA; Amarillo, TX; Houston, TX

Who we are

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security.

As a Payroll Processing Specialist, you will be on the “front line” providing an exceptional customer service experience for our group clients and financial advisors. Your responsibility as a Payroll Processing Specialist is to review/process electronic payroll remittance files. Along with pulling daily wires and checks for deposit set up and completing the contributions processing. Learning agility is required in order to understand the various bill generation times and various file layouts.

Get to know the business

AIG is in the business of helping people achieve a secure and fulfilling retirement. We support our customers in reaching their financial goals, providing them the freedom and peace of mind to enjoy their retirement years. We call this being FutureFIT. This approach helps our customers take control of their financial wellness, helping millions of people plan and save for their goals. With the combined strength and wealth of products of AIG Retirement Services and member companies, you can apply your financial planning skills to make a real difference in the lives of people who need your help.

About the role

We want to hear from **you** today if **you** can:

- Be passionately curious while researching appropriate solutions for our internal and external customers.
- Get your kicks from helping others. You will be assisting our clients with a variety of different complex transactions. You are aware and have a deep understanding that AIG provides a customer service experience that is industry leading.
- Excel at analyzing large volumes of data with an extreme attention to detail to ensure compliance and quality.
- Strive to meet production and quality goals by processing transactions timely and accurately.
- Play nice in the sandbox with others. Communicating with different AIG departments to ensure information is being processed accurately is essential for success.

- Set up your own home office and work remotely with minimal frustration and supervision. Tools and equipment are provided. Your self-motivation, dependability, and responsibility is expected.

What we are looking for

- Prior experience working in a remote environment
- Ability to work successfully in a structured fast paced team environment which means your day will go by fast. You must be able to manage multiple tasks at one time
- Excellent communication skills, both oral and written
- We need advanced computer knowledge. Proficient with MS Office and strong professional typing skills required. Strong Excel skills ability to sort data, filters, and formatting cells
- Ability to learn new software applications, open to experimentation with digital tools, ability to use dual monitors, and researching with an analytical and curious mind will be our A+ digital savvy candidate
- Availability to work overtime as needed
- Minimum of 2 years clerical / administrative experience in payroll processing preferred
- A demonstrated background of loyalty to your past employers
- High School Diploma or GED from an accredited institution required/college degree preferred

What our employees like most about working for AIG

- We care about your professional development. Our career progression and tuition reimbursement program will provide you with the opportunity to develop your skills, strengthen your productivity and be eligible to progressively advance to positions with an increased responsibility and increased compensation.
- Our “Giving Back” policy is at the core of our daily operations and guides our future progress. Don’t believe us? We put our money where our mouth is! AIG, will give you up to 16 hours a year paid time off to volunteer in the community.
- Our people are our most important asset therefore we provide a generous benefits plan and competitive pay. Benefit package includes:
 - Paid Time Off (AIG recognizes the importance of work life balance). We offer 24 PTO days to start. **YES, 24!** 9 paid holidays per calendar year.
 - A 401(k) Retirement Plan which will be **HARD TO BEAT**. Our 401K - \$1 for \$1 match up to 6% with immediate vesting, plus AIG automatically contributes an additional 3% into your 401K regardless of if you enroll or not.

To Apply: https://aig.wd1.myworkdayjobs.com/aig/job/AZ-Phoenix/Client-Contribution-Services-Associate_JR2007427