

AT YOUR SERVICE

# BUILDING PAYROLL PARTNERSHIPS THAT GROW WITH YOUR BUSINESS

Meet Payroll Support Specialist **Natasha Bozeman**



Natasha Bozeman's career began with a fairly high-stakes situation — learning on the job to run payroll for her father's small business. Her background in tax and finance, along with a passion for learning, serves her well as an ADP® Comprehensive Services payroll support specialist.

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I always introduce myself to a new client as their payroll support partner, because this truly is a partnership. And since I'm working with larger clients, that partnership can vary widely based on the company's needs and how we're supporting their growth.

My point of contact varies pretty widely. It might be the head of HR, a corporate timekeeper or even an accountant. Different contacts need different levels of support, so my first order of business is to understand their level of knowledge about tax and payroll and tailor our partnership accordingly.

When complex payroll scenarios pop up, I'm here to make things right. For example, a new retail client used specific calculations for hourly employees at their stores. After an internal update within their system, there were some configuration changes that didn't automatically adjust.

I did a deep research dive into their system and worked with our support team to get their payroll processing back on track. That was the start of our great relationship.

## How a payroll support specialist caters to your unique needs:

- Helps clients solve problems for time-sensitive issues
- Takes the initiative to seek answers and solutions
- Builds relationships and exceed client expectations with every interaction

My mindset is that every company is somebody's baby, and we're teaming up with the client to nurture that baby. ADP's service culture is to make things right, and that's my number one goal. Saying no is really not an option for me.

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*Natasha Bozeman*

In today's hyper-fast business environment, ADP Comprehensive Services can be a game-changer. If you're looking to elevate HR strategies, streamline compliance and drive growth with people-first technology solutions, partnering with ADP could be the key to success.