



Customer Solutions Manager – HR-Payroll Team

WSIPC – Reference # 20260701

Start Date – As Soon As Possible

Starting Salary Range \$118,322 - \$135,413

Resume Review will begin on August 7th

Why WSIPC? At WSIPC We Take Pride in Nurturing a Culture Where...

We are a team – We care about the growth and development of our people and the Cooperative.

We pursue excellence – We are continuously learning, and striving to improve our skills, services and culture.

We are passionate and creative – We are inspired by our Cooperative members to innovate and develop solutions that best fit their needs.

We are accountable and supportive – We take responsibility for our decisions and collaborate to ensure the best outcomes.

We communicate honestly – We work in a transparent, open, and trust-based environment.

We have serious fun – We take the time to enjoy ourselves, because hard work and innovation are fueled by a good work-life balance and a lot of personality.

We serve our community and we *are* our community – We are part of the community we serve, and we are invested in its success.

About the Position

WSIPC Customer Solutions Managers provide leadership, direction, and support to a team dedicated to serving Washington's K-12 educational community. This position plays a key role in ensuring exceptional customer experience through technical support, training, consulting, and collaborative problem-solving. This role blends people leadership with hands-on involvement in operational priorities, customer support needs, cross-functional problem-solving, and continuous improvement efforts.

As part of the Product Support & Services department, Customer Solutions Managers foster a culture of service, innovation, accountability, and continuous improvement. Working as a member of the PSS leadership team, this position collaborates closely with Associate Directors and peer managers to align priorities, support departmental initiatives, and promote consistent practices across teams. The successful candidate will lead a team of highly skilled professionals, guide operational priorities, and help shape the future of HR-Payroll support services at WSIPC.

This position is ideal for a collaborative leader who is passionate about developing people, solving complex problems, building relationships, and delivering meaningful outcomes for customers while supporting organizational goals and strategic priorities.

Key Responsibilities

- Provide leadership, coaching, and performance management across the employee lifecycle for the HR-Payroll team.
- Guide operational priorities and resource planning to support exceptional customer experience and organizational goals.
- Partner with customers, stakeholders, and internal teams to identify challenges, develop solutions, and support organizational initiatives.

- Collaborate with Associate Directors, peer managers, and organizational leadership to align priorities, support departmental initiatives, and strengthen service delivery.
- Promote consistent practices, knowledge sharing, accountability, innovation, and continuous improvement to support team effectiveness and customer success.

Ideal Candidate Qualifications

- A service mindset is a paramount trait in caring for our customers and each other.
- Demonstrated leadership experience with a passion for coaching, developing, and supporting others.
- Ability to work effectively as part of a leadership team, building strong partnerships, aligning priorities, and contributing to shared organizational goals.
- Strong commitment to customer service, relationship building, and positive customer experiences.
- Exceptional communication and interpersonal skills, including active listening, situational awareness, diplomacy, and the ability to engage effectively with technical and non-technical audiences.
- Proven analytical and problem-solving skills with the ability to evaluate information, identify root causes, and develop effective solutions.
- Strong organizational skills with the ability to balance competing priorities in a dynamic environment.
- Ability to lead through change with adaptability, resilience, and a continuous improvement mindset.
- Ability to recognize emerging opportunities, guide the team in exploring new approaches, and help translate creative thinking into practical improvements.
- Experience facilitating meetings, presenting information, and communicating effectively with diverse audiences of all sizes.
- Ability to think strategically while remaining attentive to operational details and customer needs.
- Familiarity with K-12 HR-Payroll business processes, WA state reporting, software applications, and customer support environments is strongly preferred.
- Experience working within service level expectations and customer-focused organizations is preferred.
- College diploma or university degree in an appropriate discipline and/or equivalent work experience.

Employment Benefits

This is a full-time position. WSIPC provides a comprehensive benefits package including but not limited to thirteen holidays, medical, dental, vision, paid vacation ranging from 12-22 days per year and up to 8 hours of paid sick leave per month. We are part of DRS for a pension program. We have a hybrid work model; some travel will be required for this job. Visit www.wsipc.org for a full list of benefit offerings.

Apply Now!

What a great place to work! Apply now by emailing your resume to employment@wsipc.org. WSIPC is an EOE. Must reside in the State of Washington.