Targeted Questions Template:

ASO5 Senior Technical Advisor – Payroll Services, SSSA

Name:
Email:
Date:

Please respond to the following targeted questions (300 to 500 words per question) and attach to your application.

1. **Describe your experience in undertaking complex payroll calculations. What skills and knowledge have you developed applying various industrial provisions including legislation, awards, enterprise agreements and related policies/procedures?**

2. **What approach do you take when resolving customer complaints? How do you ensure that you have understood the customer's question as well as the technical requirements to address the issue?**