



From payroll novice to pro with the help of ADP®'s dedicated account manager

Ellen Jefferson Kearney is the benefits, compliance, payroll and HRIS manager for PowerTeam Services, a company based in North Carolina that provides natural gas and electric transmission and distribution services through its six operating companies across 30 states in the country.

Ellen joined PowerTeam Services in January 2017 with ample experience in benefits, but none in payroll. And while she received assistance from the vice president of HR — the only other corporate HR employee at the time — they agreed they needed a more dedicated support system to help Ellen navigate the complex world of payroll. The solution?

Their ADP dedicated account manager.

Because PowerTeam Services has over 150 employees, they were eligible to have an ADP dedicated account manager to help them with their human capital management (HCM) needs. We spoke with Ellen about her experience working with her dedicated account manager, Amadou. Here's what she had to say about their journey together:

ADP®: What prompted PowerTeam Services to seek help from an ADP dedicated account manager?

Ellen: When I was hired at PowerTeam Services, I was hired to be the benefits, compliance and payroll manager. While I have a pretty strong benefits background, I had never run payroll before. Ever.

To help support our payroll needs and me in my new role, ADP gave us a dedicated account manager in March 2017 — and he has been absolutely amazing.





ADP: Aside from help with payroll, what else were you looking for in a dedicated account manager?

Ellen: Because we have numerous locations with numerous teams, we needed a dedicated account manager who truly knew and understood our company — and

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Quick facts

-  **Company:** PowerTeam Services
-  **Headquarters:** North Carolina with six operating companies throughout the U.S.
-  **Industry:** Natural gas and electric transmission and distribution services
-  **Employees:** 4,300

**Learn more about PowerTeam Services
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we got one. Amadou knows exactly who I'm talking about when I say a customer's name or a division's name. He knows exactly where they're located. He knows exactly where their customer service center is. I don't ever have to answer those questions — we've talked enough that it's like he can just read my mind. It's that one-on-one service that I needed, and I got it.

ADP: How do you interact with your dedicated account manager?

Ellen: I can reach my dedicated account manager directly by phone or email. I love that when I reach out for help, I don't have to wait for someone who knows the answer to call us back. I don't have to explain it five or six times to different people. I often just shoot Amadou an email letting him know I'm having some trouble and need his help. He consistently understands what I need and is able to help me right away. It's amazing.

ADP: How does having a dedicated account manager affect your day-to-day?

Ellen: Having access to my dedicated account manager has not only made my job easier, it has also saved me time. I'll search for an answer myself first, but when it comes to payroll, this is my first experience with many issues and topics, and once I find what I think is the answer, I'll reach out to Amadou to ask him if it's correct. He either tells me I'm on track and gives me the additional information I need to know, or that I'm way off track — and gives me the correct information. I can't even imagine how much trouble he has helped me avoid.

ADP: What is your working relationship like with your dedicated account manager?

Ellen: It doesn't matter how many times I reach out to Amadou, he is always gracious and happy to help me. He never makes me feel like a bother or a burden — he always makes me feel welcomed and encouraged. When I reach out for help, he will say, "Ellen, call anytime. I'm here to help — that's my job. Whatever you need, I want you to get it right."

I always try to give that kindness back to him by letting him know how much I appreciate his help. He is so easy to talk to, consistently willing to help and always has the answers.

ADP: How has working with ADP and your dedicated account manager helped you adjust to your new position working in payroll?

Ellen: Not having run payroll ever before, I have found working with ADP to be very simple and intuitive.

For the division I'm responsible for, there is a lot to know how to handle — such as setting up new tax jurisdictions during the hiring process or managing instances at the end of the year when employees are hitting their 401(k) max. I have learned quite a bit about payroll and taxes that I never in my life thought I'd have to know, but between the user-friendly payroll module and having access to my dedicated account manager, ADP makes it easy.

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Manager

ADP: How has having an ADP dedicated account manager helped you in your career?

Ellen: I tried to talk myself out of this job a couple times, saying “I can’t do payroll. I’ve never done payroll. I’m not going to be able to do payroll.” Six months later, I run payroll. I never would have expected to add “payroll” to my resume, but with the help of ADP, I can now comfortably call myself a payroll specialist. And without having my dedicated account manager to help me in this job, I don’t know that I would be in the same position that I am. I’m so thankful for the help and learning opportunities that ADP provides.

ADP: What advice would you give to another HR professional in a similar situation?

Ellen: If you have no experience in a specific area like me, and you’re petrified of something like having to pay people for the first time, the support that you get from your ADP dedicated account manager provides an entirely different level of support. So if you want a company that helps make your job easier and works with you and for you — ADP is a good choice.

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