

Pro-Pay NV – Payroll Officer - Client Implementation | Pro-Pay (Diegem)

Become the payroll expert for Pro-Pay's new international clients.

About the role

Do you want to deepen your knowledge of payroll, Belgian employment law and the setup of compliant payroll structures for international employers? As a **Payroll Officer – Client Implementation**, you guide new clients through their onboarding process at Pro-Pay: you organise kick-off calls, collect all required information, build their Belgian payroll from the ground up and ensure everything is ready for handover to the payroll department.

About Pro-Pay

Pro-Pay is a Belgian payroll provider supporting international employers with staff in Belgium. From our office in Diegem (region Brussels - Zaventem), we assist clients with payroll processing, socio-legal advice and a warm, people-focused approach.

Our **Happy Humans** label reflects exactly what we stand for: authenticity, teamwork and genuine work happiness.

Your role as Payroll Officer – Client Implementation

In this position, you guide new international employers through their full payroll setup in Belgium. Each client case is different, meaning you encounter new socio-legal questions and learning opportunities every week.

- **You start with a kick-off call**, explaining which information you need from the client and outlining the next steps. From day one, you build a clear and professional relationship — also with clients who may push hard for fast results.
- **You handle all administrative registrations**, such as social security (RSZ) and Dimona notifications, and verify that all required documents are complete and correct.
- **You build the payroll structure in the payroll software**, based on the customer's input. You work closely with the legal team, who support you in employment law questions or complex cases.
- **You safeguard the accuracy and quality of each file**: is the remuneration setup correct? Are all parameters aligned? Is the legal logic complete? This is how you gradually learn how Belgian payroll truly works.
- **You schedule regular calls with clients** (on average 2–3 per week) to solve open questions, gather missing information or manage expectations.
- **Once implementation is complete**, you present your file to the payroll team so they can take over the ongoing monthly processing. You ensure everything is complete, accurate and easy to understand.

The first six months are fully focused on training: you go through all implementation phases with the guidance of your manager and your teammate. After that, you begin managing your own dossiers independently — with the team always available for support.

Your profile

- You have **initial experience in payroll** and are motivated to deepen your expertise.

- You have a strong interest in **Belgian social legislation** and payroll processing.
- You are **trilingual** (ENG, NL, FR)
- You enjoy working in a **structured** way, follow procedures carefully and maintain accuracy even under pressure.
- You gain energy from **high-quality service** and a proactive, client-focused mindset.
- You're a true **team player** who works hard, enjoys humour and contributes positively to our warm, professional atmosphere.
- You thrive during peak periods and deadlines.

What we offer

- A **permanent contract** with a **competitive salary** aligned with your experience.
- A **company car** with fuel/charging card, or a **mobility budget**.
- An **extensive benefits package**: meal vouchers, eco vouchers, hospitalisation insurance, group insurance, net expense allowance and more.
- Work-life balance through home working, flexible hours and a flexible working regime with the option of 12 additional **ADV days**.
- A **multicultural, warm and human work environment** where teamwork is central and where you can truly grow.
- Regular team events and **teambuildings**, helping you develop professionally while feeling at home in the team.
- A company that proudly carries the **Happy Humans** label — our commitment to employee well-being.
- An intensive **training** programme in which you learn to master all 5 implementation phases within the first 6 months.
- A role with **high visibility**: you interact with clients, legal, payroll, business development and our management team.
- An **international context** with clients from around the world launching their operations in Belgium.

<https://www.propay.be/nl/>