

## Paycor's reliable and responsive customer service team offers the Lake County YMCA expert support when they need it the most.



**Karen Tocarchick, HR Director, Lake County YMCA**

“My favorite thing about Paycor is the customer service. The team I work with is always responsive and you feel like you're talking to people who care about helping your organization.”

### Background

The Lake County YMCA is a leading nonprofit committed to helping the people they serve learn, grow and thrive. The Y supports one out of every five households throughout the county with a variety of educational programs and activities that promote health, wellness, development and connections.

### Partnership with Paycor

With more than 300 hourly employees, the Lake County Y depends on Paycor to accurately track hours worked and ensure employees are paid on time. As the HR Director, Karen Tocarchick handles all aspect of HR management from training and tracking time to onboarding, updating policies and managing FMLA.

**With so much on her plate, Karen is quick to point out that Paycor's system is easy to navigate. "Paycor offers one place for everything I need.** Whether I'm managing payroll deductions or monitoring ACA eligibility, the system is easy to understand and information I have access to is powerful."

### Solutions & Key Features

- User-friendly, intuitive payroll software
- Real-time alerts to ensure accurate payroll processing
- Robust payroll reporting
- Ability to capture department transfers
- Responsive, reliable customer support



### Timely Coronavirus Resources & Support

When COVID hit, Paycor provided expert resources on PPP loans and expanded sick leave. Karen has depended on the timely content to keep up with changing regulations.

## Customer Service

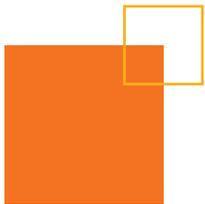
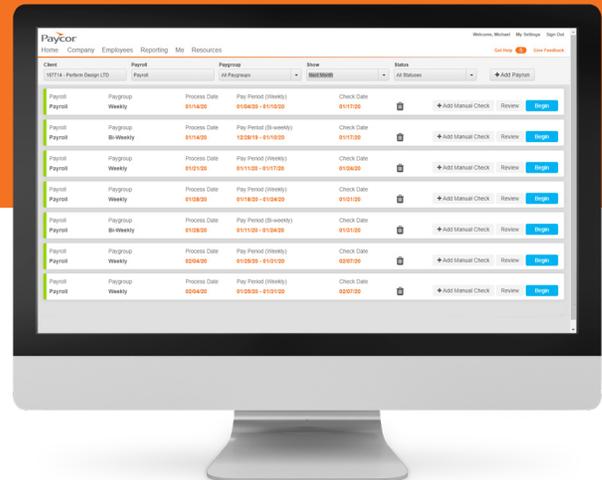
Karen's customer service team team knows her name and understands the unique needs of a YMCA. The team brings great energy on every call and they take the time to listen to her challenges and offer solutions. According to Karen, **"you have one of the best customer service teams I have ever worked with."**

## Customer Advocacy Program

The CORner, is an advocacy program exclusively for Paycor customers that offers opportunities to network with other HR leaders, share pain points and best practices and be the first to learn about new product features and enhancements. Since the launch earlier this year, Karen has become one of the most active power users. She can connect with her peers, discover new ways to do things and make connections with HR directors in similar roles.

The Lake County YMCA partners with Paycor to streamline processes, manage employees and increase efficiencies.

- Payroll
- Time
- Reporting



"I love everything about The CORner. I have met so many great people to share experiences with, ask questions and learn from. It's been refreshing to see that others are experiencing similar challenges, and now I can lean on others for advice and support."

– Karen Tocarchick

