

International Workforce Supervisor

Americas (virtual)

The International Workforce Supervisor leads a team Specialists and reports to the Workforce Success Manager. Responsible for effectively leading the team to meet company goals and objectives. Closely monitors and supports Specialists in the timely engagement and compliant onboarding of workers from international clients employing workers in North America and/or North America clients employing workers abroad. Areas of responsibility ensuring Specialists' knowledge of compliant, cross-border hiring requirements for employee agreements, benefit programs, and onboarding procedures, as well as the ability to quickly resolve issues with utmost care. Ensures team maintains focus on quality of worker experience.

What you'll get to do:

- Provide support to team regarding communication with clients on all aspects of the hiring and employment processes
- Ensure processes are documented and well-understood by team
- Support team as needed to effectively complete required tasks and activities
- Collaborate with Human Resources department to establish client-specific requirements and instructional documentation for items such as health insurance plans, custom PTO plans, retirement contributions
- Provide support to internal and external clients regarding questions on benefits
- Work with Implementation team and other stakeholders to ensure proper system set-up to support international clients and or workers
- Support payroll and or billing escalations as needed and provide necessary instruction and or training to Specialists
- Provide leadership support as needed to pay/bill teams regarding processing of retirement contribution billing per worker's schedule
- Monitor employee and employer contributions according to plan documentation
- Primary escalation point for employees regarding onboarding, pay and benefits
- Manage and monitor team adherence to compliance routines, processes and controls to protect client and shareholder interests
- Proactively contribute to improving company productivity and efficiencies by identifying areas of opportunity and process improvement plans
- Ensure team meets quality and production standards established by the company and department
- Work on special projects as assigned

Skills and experience we value:

- Post-secondary diploma or degree in human resources and/or payroll preferred
- Minimum of three (3) years related experience is required
- Demonstrated leadership skills managing people and or significant body of work
- Experience working with international client stakeholders preferred
- Superior communication skills, both verbal and written
- Proven problem resolution for achieving quality client satisfaction
- Attention to detail and commitment to data integrity
- Ability to prioritize to produce results in a fast-paced and dynamic environment



- Proficient Microsoft Office skills (specifically Excel, Word, Outlook)
- Professional manner and customer service focus
- Able to work both independently and in a team environment

Benefits and location:

- The salary range is \$65,000-\$75,000 plus bonus potential*
- This position can be based in North America
- Eligible for variable compensation plan based on performance and company goals
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- Retirement plan
- Many more ancillary benefits

*Compensation may differ from the initial rate and can vary based on the candidate's location.

How to apply:

Send your cover letter and resume to recruiter@people20.com and reference the job title and location.

About People2.0

People2.0 is the world's largest global employer of record (EOR) and agent of record (AOR) services platform, created exclusively to serve the talent ecosystem, including staffing agencies, search and recruiting firms, individual recruiters, mass talent procurement organizations, and compliance, contracting, and consulting companies.

People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business. [People20.com](https://people20.com)

People2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.