



## Client Services Representative

US (Remote)

The Client Services Representative is charged with achieving the company's overall objectives for client retention, satisfaction, growth and success. They serve as the primary point of contact for our Search and Recruitment practice area clients.

They will provide consultation, advice, and assistance to Talent Suppliers, cultivating strong relationships to realize the full value of the People2.0 partnership, as reflected in improved business opportunities, efficiency, financial performance and client satisfaction. They will be responsible for fielding inquiries and requests, and either provide, direct and/or coordinate appropriate responses. They are also responsible for measuring and managing the quality of delivery to ensure the most efficient and effective outcomes.

To be effective, they must regularly collaborate and coordinate internally with the various departments, including Shared Services, Risk, Finance, Human Resources, IT, and Sales & Marketing.

### What you'll get to do:

#### Stakeholder Management

- Establish rapport and maintain routine, meaningful contact with client partners
- Consult with Talent Suppliers to identify opportunities to grow their business and enhance the People2.0 service experience
- Produce and maintain account plans and growth strategies
- Develop and maintain an understanding of primary client partner value drivers
- Document all interactions and use the information to improve service and outcomes

#### Scope Management

- Maintain expert understanding of contractual terms, financial particulars, and industry knowledge
- Create and maintain documentation of client account profiles and account plans articulating how to service each client
- Monitor and adhere to internal standard operating procedures with a continuous-improvement mindset, recommending and implementing improvements for efficiency and streamlining
- Identify and communicate opportunities to expand services in ways that add value, increase satisfaction, and help ensure client growth and retention
- Analyze metrics to ensure compliance to any contractual KPI or SLA requirements
- Prepare and conduct Business Reviews with client partners to review trends and align on roadmap

#### Delivery Management

- Educate Talent Suppliers and understand relevant best practices and standard operating procedures
- Keep abreast of industry market developments to provide strategic advice to client partners
- Accept service calls and inquiries from client partners and manage appropriate follow-up and resolution
- Identify urgent and critical issues that require escalation to HR, Risk, Legal or other Department



- Leaders, and promptly escalate those issues according to company policy
- Manage service issues with a measured, controlled approach to deescalate and resolve efficiently
- Serve as the internal client liaison with internal teams to ensure their understanding of partnership needs

### **Skills and experience we value:**

- Bachelor's degree or commensurate experience required
- 4+ years' experience with roles within the contingent workforce or/and client services environment
- Strong practical knowledge of the contingent workforce industry (staffing, recruitment preferred)
- Awareness of the EOR/AOR landscape preferred
- Adequate understanding of HR and employment law
- Ability to lead initiatives, prioritize and manage multiple priorities independently
- Superior oral and written communication skills
- Ability to effectively consult with internal and external stakeholders: listening, collaborating, analyzing, defining needs, and solutioning
- Strong results orientation and accountability for outcomes
- Empathy, patience, and active listening skills
- Commitment to inclusion and open collaboration
- Optimistic and future focused, comfortable with change
- Strong service orientation and a natural ability to cultivate relationships
- Results-orientation

### **Benefits and location:**

- The expected salary range for this role is \$60,000 - \$65,000 plus bonus potential. Compensation will be determined based on candidate location, skills, experience, and review of internal and market rate analyses\*
- This position can be based anywhere in US
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Flexible Work Program (work from home and hybrid options)
- 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](mailto: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://www.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.