

Title: **Account Representative**

FSLA Status: Non-Exempt

People 2.0 is a Business Process Outsourcer (BPO) in the human capital services sector. The company provides administrative services in the staffing and recruiting industry.

Position Overview

This position requires 2 - 3 years of professional experience in a service-based industry. The position will focus on two primary areas: providing quality, detailed output and building relationships with clients.

The Account Representative is expected to be self-directed, and enjoy serving clients. The successful candidate will have experience working in a fast-paced environment, requiring great attention to detail. They will operate with integrity and be responsible for high-volume onboarding, payrolling, collections, and client relations.

To be effective, this Account Representative must be highly organized and detail oriented, with exceptional customer service skills, and able to effectively manage a heavy workload.

Primary Objectives

- Ensure that the quality of service and attention to detail is best-in-class.
- Build relationships with clients to aid in customer retention.
- Manage a workload that evolves around various HR and client responsibilities.

Requirements

- Experience in service industry; staffing services, payroll processing, or human resources operations experience a plus.
- Exceptional customer service skills and demeanor, along with the innovative ability to communicate.
- Strong verbal and writing skills.
- A high level of attention to detail.
- Professional and engaging, with solid organizational and time-management skills.
- Self-directed with the ability to keep up with a very fast-paced environment.

Qualifications

Education and Knowledge:

- Bachelor's degree or equivalent combination of education and experience is required.
- Minimum 2-3 years of professional experience.
- Customer service attitude.
- Credentialing a plus, but not required.