

Title: Employee Relations Representative

FSLA Status: Non-Exempt

Company Overview

People 2.0 is the leading provider of workforce engagement solutions for independent recruiters and staffing companies throughout the U.S. and Globally. People 2.0 was created with the idea of helping independent recruiters, recruiting firms, RPO's and online staffing platforms create reoccurring contingent workforce revenue streams while allowing them to focus on their core competencies.

Position Overview

The Employee Relations Representative is responsible for overall employee communications and experience. 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 employees.

The Employee Relations 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 on-boarding, payroll, and supporting employee relations.

To be effective, this Employee Relations 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.
- Directly responsible for overseeing all candidate and employee communications, which include:
 - Onboarding candidates,
 - Verification of New Hire Paperwork,
 - I-9 Compliance,
 - Weekly check-ins with New Hires,
 - Additional HR matters
- Work collaboratively with all departments, to include, HR, Risk, Finance, Operations, Sales & Marketing.
- Build relationships with employees to aid in long term employment satisfaction.
- Create/End and Update assignments based on information received from Client Relations Representatives.
- Responsible for processing payrolls which includes ensuring that timecards are received by deadlines, approvals are received from Managers and Missing Time Reports are sent out.
- Responsible for invoicing setup and processing.
- Maintain accurate in-house debits.
- Manage a workload that evolves around various HR and payroll 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.
- Certified Payroll Professional or HR Certification helpful, but not required.