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## Title: Client Services Specialist

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### Company Overview

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

### Position Overview

The Client Services Specialist serves as a point of contact for People 2.0 clients, particularly on addressing service and support issues and overall customer success. They will provide technical and administrative assistance to client as requested or as required by the company's customer success protocols. To be effective, they must regularly collaborate and coordinate with internal department leaders in order to get questions and concerns of the client answered appropriately and efficiently.

### Specific Responsibilities

- Provide exceptional customer service to our members via email, telephone and in person
- Day to day client support for all operations
- Utilize both Canadian and US software for data flow and member questions
- Work closely and constant communication with the US team for process updates and changes
- Maintain documentation for Stafftrak.net, related Technology and department/member processes
- Keep Member information updated and share with team as needed
- Weekly Payroll Entry and verification
- Weekly invoicing support and confirmation
- Maintain and verify all billing information, updating systems as necessary
- ABLE/EmployStream form verification
- Setup and verification of all Direct Deposit and tax forms for payroll
- Perform regular Customer Service Check in calls with members
- Create and send Member Reports weekly and monthly
  - Payroll registers
  - Hours reports
- Work with Training & Software Specialists as needed
- General administrative duties and projects as assigned

### Education and Qualifications

- 1 to 2 years work experience in a staffing consultant/recruiter role in a temporary/flexible staffing environment preferred
- Exceptional customer service skills and demeanor
- Experienced MS Excel and MS Word user
- Extremely detail oriented
- Ability to identify problems, recommend and implement solutions
- Self-motivated with a sense of urgency, a clear set of priorities, a strong work ethic, and the ability to adapt to changing circumstances in a highly collaborative environment
- Demonstrated critical thinking and problem-solving skills
- The ability to multi-task, be flexible and adapt and promote change
- Strong time-management skills and sense of urgency when appropriate
- Experience with an applicant tracking system required
- Ability to quickly learn new software and databases