

Title: Account Representative Manager

Company Overview

People 2.0 (www.people20.com) offers global Employer of Record (EOR) and Agent of Record (AOR) services tailored to serve two distinct client channels: Market Makers in talent and Independent Contractors.

The “Market Makers in talent” channel is comprised of services that match supply and demand for talent and consists of four segments: staffing agencies, search and recruiting firms, mass talent procurement services and consulting/compliance/contracting organizations. By utilizing People 2.0, Market Makers gain the benefit of adding EOR and AOR deployment options to the talent placement services they provide and act as effective resellers of People 2.0’s services.

The universe of “Independent Contractors” consists of professionals and workers who contract for work either as an individual or through a form of personal incorporation. People 2.0 supports Independent Contractors by unburdening them from all administrative aspects of their deployment arrangements.

Headquartered in the USA, near Philadelphia, PA, People 2.0 ranks among the largest independent workforce deployment platforms in the world. Services are provided through in-country establishments in 40 countries spread across three regions - the Americas, EMEA and Asia Pacific. People 2.0 is majority owned by TPG Growth, the growth equity investment platform of TPG, one of the most prominent investment firms in the world, with the remaining equity being held by CIP Capital and People 2.0 management.

Organizationally, the company is structured around four key disciplines: sales and marketing, service delivery, finance and administration, legal and HR.

Position Overview

The Account Representative Manager will manage the Client and Shared Services Representatives in the day-to-day performance of their jobs. The Manager is responsible for understanding workloads and forecasting department staffing needs. The Manager will ensure that department milestones/goals are met and adhering to best practices.

The Manager will develop recruiter accounts to initiate and maintain strong recruiter relationships. They are responsible for leading a team of Account Representatives dedicated to delivering high-quality services and meeting the needs of the customers. The Manager will coordinate and communicate with Operations and Training to enhance system performance in order to meet growing client needs; as well as to provide training and development opportunities for the team members.

To be effective, this position must be proficient with software applications, highly organized and detail oriented, with exceptional customer service skills, able to effectively lead and develop staff, and skilled at promoting a customer-centric environment.

This position requires at least 8 years of progressive, leadership experience in a fast paced, high volume, service-based industry.

Primary Objectives

Continued – Recruiter Services Manager

- Developing customer-centric service standards, policies and procedures for the Account Representative Department, ensuring client retention.
- Keeping abreast of developments and changes in EOR/AOR/MSP business model to ensure current services remain relevant.
- Analyzing data or statistics to identify the customer service level the department is providing.
- Providing support to Account Representatives on challenging calls or issues with customers, while maintaining professionalism and understanding to correct, resolve, and/or diffuse issues.
- Proactively work to ensure system performance is optimal and relevant to providing best in class service satisfaction, both internal and external.
- Through strategic planning, set goals for the department that foster extraordinary customer services and company growth. Includes personnel forecasting and budgeting.
- Ensure workloads are manageable and mentor team by building confidence and developing skill

Specific Responsibilities:

- Weekly one on one meetings with Account Representatives to identify concerns relating to account management and recruiter retention through review and project lists.
- Monitor aging reports and work with Account Representatives to recognize companies with slow or delinquent payments, helping to manage DSOs.
- Ensure processes and timelines are being met efficiently.
- Manage Account Representatives KPI's, keeping team focused and on track through encouragement, development, and support.
- Analyze recruiter activity reports to identify recruiter growth or decline in business.
- Manage and document client issues, ensuring timeliness where follow up is needed.
- Submit and follow up on systems bug, enhancement tickets where action is required.
- Work with Credit Department to ensure compliance with company credit standards; working with recruiter and client company when necessary to adjust payment terms.
- Build extended relationships with clients, documenting calls and keeping upper management abreast of any potential concerns.
- Identify department staffing requirements to achieve short- and long-term goals and objectives by understanding workloads and projected incoming orders.
- Work with Admin Manager on resolution of any concerns with delays in workflow relating to new customers, new assignment verifications, and contract reviews.
- Ensure compliance of independent contractors, exemptions, statutory pay laws, etc. through assignment review and monthly reporting.
- Manage yearly reviews and merit increases, developing each account representative throughout the year to reach job performance and career objectives.
- With management, develop and implement employee engagement programs that promote a positive organizational culture.
- Work with Operations and Training manager to ensure new Account Representatives are trained and proficient in job functions and responsibilities.
- Understand recruiters needs relating to People 2.0's services and develop strategies for retaining recruiter loyalty.
- Ensure consistent processes and workflows are adhered to for account management continuity and successful deployment when necessary.

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Requirements

- Ability to act with patience, and diplomacy while dealing with internal and external issues.
- Exceptional motivational, listening, and problem-solving skills.
- Strong verbal and writing skills, with excellent presentation abilities.
- Must be a team player and have a strong service-oriented attitude.
- Independent thinker and analytical problem solver; able to work with minimal supervision.
- A high level of attention to detail.
- Ability to forecast staffing needs and convey difficult or challenging needs to upper management.
- Self-directed with the ability to keep up with a very fast-paced environment.
- Ability to successfully lead and support a team, through aspirations and inspirations.

Qualifications

- Bachelor's degree in related field required
- Minimum 5 years prior payroll, staffing or HR experience
- Minimum 8 years of supervisory experience