
Title: Client Services Specialist

Location: EMEA region

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.

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.

Position Overview

The Client Service Specialist reports to the VP’s of Client Services and is responsible for the day-to-day operations and support of EOR workers across EMEA with a focus on delivering an excellent customer experience.

The Client Service Specialist is expected to be self-directed and client focused. 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 fostering good worker relations.

To be effective, the Client Service Specialist must be highly organized and detail oriented, with exceptional customer service skills, and able to effectively manage a heavy workload.

Primary Responsibilities

- Work with Client principals and managers to realize the full value of the People 2.0 relationship, as reflected in improved sales, efficiency and financial performance
- Help ensure client retention by achieving the highest possible level of customer satisfaction
- Support Client Service Account Managers in providing best in class client experience
- Continuously improve and maintain compliance with Company standards in all field operations
- Manage day-to-day activities of Department to ensure timely and appropriate response to client needs

Consulting, Compliance and Strategic Contribution

- Maintain frequent and regular contact and meaningful communication with client principles and key personnel
- As required, make field visits to observe the operations of clients, to strengthen relationships, deliver management support and to identify needs and opportunities
- Advise and assist clients in improving service delivery, sales efforts, their organizations and profitability
- Ensure that clients understand ‘best practices and procedures’ and have the tools and

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information needed to comply with those standards and procedures

- Identify and communicate to executive management opportunities to expand and/or improve services in ways that add value, increase satisfaction and help ensure client retention
- Conduct Quarterly Business Reviews with Client principals
- Provide up-to-date market intelligence that enables clients in their growth planning

Client Support Services for Staffing Services

- Accept service calls and enquiries from owners, principals and managers personally, and manage prompt and appropriate follow-up to their questions and service needs
- Be a subject matter expert to Department team members but providing appropriate responses to specific scenarios
- Coordinate and communicate with Department Leads regularly to ensure their understanding of field issues and client service needs
- 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
- Monitor client satisfaction and provide feedback. Design and conduct surveys to measure key satisfaction metrics. In conjunction with Department heads, engage in the development of initiatives to improve services and delivery processes

Skills and Experience

- 1 to 2 years work experience in a staffing consultant/recruiter role in a temporary/flexible staffing environment is an advantage
- Exceptional customer service skills and demeanor, along with the innovative ability to communicate
- Results (KPI) oriented
- Consultative and participative, hands-on style
- Ability to generate commitment and cooperation from others without having direct authority over them
- Effective, high-level oral and written communication skills.
- A high level of attention to detail
- Service-minded, with strong service skills
- Ability to identify problems, recommend and implement solutions
- Ability to effectively consult with client staff: listening, analyzing, determining true needs and effectively assisting in solution development
- Demonstrated organizational skills; ability to take charge, prioritize and manage multiple people and projects independently
- 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
- Professional and engaging, with solid organizational and time management skills.
- High level proficiency in Microsoft Office applications, with emphasis on Excel and PowerPoint.
- Experience with an applicant tracking system required
- Ability to quickly learn new software and databases

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Education and Qualifications

- Minimum 2-3 years of professional experience.
- Fluent English is a must
- Languages an advantage