
Title: Contractor Care Team Lead

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 Contractor Care Team Lead reports to the Senior Manager Contractor Care and is responsible for managing a regional team of Contractor Care Specialists with focus on the day-to-day operations and support of contingent and EOR workers across EMEA. The Contractor Care Team Lead will also be responsible for introducing process improvement, controls and automation, and will be the first point of escalation on all worker related matters.

The Contractor Care Team Lead 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 Team Leader must be highly organized with exceptional customer service skills, and able to effectively manage a heavy workload.

Primary Responsibilities

- Ensure that the quality of service and attention to detail within their team is best-in-class
- Directly responsible for overseeing worker communications
- Inspire, lead, manage, coach and monitor Contractor Care Specialists to support day-to-day service delivery
- Verification of New Hire Paperwork
- Investigate and escalate specific cases and employment matters by working collaboratively with the appropriate departments and internal resources.
- Understand country specific legislation in terms of employment law advising on applicability of collective agreements and employee benefits where necessary
- Support with visa/work permit applications where permitted
- Adhere to any country specific health & safety and occupational health requirements
- Ensure the team is kept abreast of any potential challenges or changes in labour law and internal matters

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- Be the first level of escalation within your team
- Build relationships with workers to aid in long term employment satisfaction.
- Create/End and Update assignments based on information received from Client Relations Representatives.

Skills and Experience

- Experience in service industry; Staffing Services, Payroll Processing, or Human Resources operations experience is an advantage.
- Exceptional customer service skills and demeanor, along with the innovative ability to communicate.
- Strong verbal and written communication 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.

Education and Qualifications

- Minimum 3-5 years of professional experience.
- Certified Payroll Professional or HR Certification an advantage, but not essential.
- Languages an advantage