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## Title: Risk & Claims Administrator

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### Company Overview

People 2.0 ([www.people20.com](http://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.

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.

### Position Overview

The Risk & Claims Administrator is responsible for supporting the Risk Management Department in its mission to provide demonstrable value to our clients and employees. Duties include but are not limited to perform underwriting and job approval/activations, issuance of Certificates of Insurance, support the Workers Compensation claims management process, working with monopolistic states on audits and payroll reporting.

### Primary Objectives

- Responsible for supporting People 2.0’s Risk Management Department, including but limited to:
  - Interaction with People 2.0’s clients (“Market Makers”) on daily risk “asks” and transactional work (Certificates of Insurance, supporting Activations/WC Rate & SUTA rates, assisting with Claims.)

### Specific Responsibilities

- Research and provide WC codes/rates based on Underwriting detail provided by Clients
- Research and provide SUTA rates to internal and external clients
- Responsible for Certificates of Insurance (COI) program (requirements, requesting from broker, providing counsel on what can or can’t be secured)
- Lend support with Job/Client Activations
- Assist with development of WC rates and premiums for new and existing business
- Participate in the Claims Reporting and Management process
- Assist with insurance renewals, risk training, new client orientations
- Working with monopolistic state WC programs
- Primary contact for Bureau of Labor Statistics (BLS) and reporting
- Other duties as assigned

### Qualifications

#### Education:

- Four-year degree

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- Working knowledge of MS Office word processing, spreadsheet and presentation applications.
- Ability to utilize claims service vendor systems and/or on-site database software to maintain continuity of claims history database.

### Experience:

- Recent college graduate with insurance/risk degree or minimum 4 years' experience in risk/insurance/claim administration experience
- Must be able to work independently and be self- motivated. Must possess excellent oral and written communication skills

### Key Skills:

- Exceptional customer service skills and demeanor
- Experienced using MS Excel and MS Word
- 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 or credentialing software a plus
- Ability to quickly learn new software and databases
- Self-directed with the ability to keep up with a very fast-paced environment.