

Client Account Manager

EMEA - Berlin

The Client Account Manager will be working with our 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. Continuously improve and maintain compliance with Company standards in all field within operations. Manage day-to-day activities of department to ensure timely and appropriate response to client needs. They will be responsible for fielding inquiries and requests, and either provide, direct and/or coordinate appropriate response. They are also responsible for delivering quality service in the most efficient and effective outcome.

What you'll get to do:

- 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 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.
- Accept service calls and inquiries 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 we value:

- Strong practical knowledge of staffing business operations and management.
- Understanding of basic business finance essentials and staffing business P&L's.
- Adequate understanding of HR and employment law.
- Strong understanding and preferably experience in consultative selling.



- Minimum 4 years' experience in the staffing industry with at least 1 year in a staffing management position or the equivalent operations experience.
- Record of growing a branch and developing staff.
- Multi-industry knowledge a plus, light-industrial, healthcare, professional_
- Demonstrated leadership and organizational skills; ability to take charge, prioritize and manage multiple people and projects independently.
- Effective, high-level oral and written communication skills.
- Ability to effectively consult with client staff: listening, analyzing, determining true needs and effectively assisting in solution development.
- Strong computer skills – High level of proficiency in MS Office, with emphasis on Excel and PowerPoint.
- Service-minded, with strong service skills.
- Results (KPI) oriented.
- Consultative and participative, hands-on style.
- Ability to generate commitment and cooperation from others without having direct authority over them.

People2.0 is the world's largest global employer of record (EOR) and agent of record (AOR) services platform, created exclusively to serve the talent ecosystem, including staffing agencies, search and recruiting firms, individual recruiters, mass talent procurement organizations, and compliance, contracting, and consulting companies.

People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business.

Please visit [People20.com](https://people20.com)

How to apply:

Send your cover letter and resume to recruiter@people20.com and reference the job title and location

People 2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.