



Contractor Services Manager

Americas (virtual)

The Contractor Services Manager reports to the Director of Contractor Services and is responsible for the management of the support of contingent and EOR workers across the US and Canada. Through process improvement, controls and automations, they are responsible for ensuring that employment, compliance and contract terms and conditions are consistently met along with delivering an excellent worker experience.

The Contractor Service Manager is expected to be self-directed and enjoy serving clients and employees. 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 employee relations.

What you'll get to do:

- Ensure that the quality of service and attention to detail is best-in-class.
- Manage personnel to ensure timely completion of all contractor care support duties, meeting client requirements
- Inspire, lead, manage, and monitor Contractor Services team members to support day-to-day service delivery
- Introduce and manage employee-level KPI's for areas of responsibility.
- Evaluate existing processes and procedures to identify areas for improvements and efficiencies and making the necessary adjustments in operations.
- Develop, improve and maintain all external worker support functions, including employment compliance processes.
- Act as the subject matter expert in areas of responsibility and escalate areas of concern to the appropriate departments.
- Working in collaboration with all departments to understand and stay informed on client, worker and business needs
- Work with the team to resolve complex problems regarding employment matters
- Ensure the smooth transition from the on-boarding process to other departments as required
- Develop and oversee control systems in relation to all onboarding/offboarding and Contractor Care processes
- Establish internal control protocols and perform internal audits on a regular basis to identify any areas of exposure.
- Other duties and projects as assigned

Skills and experience we value:

- Bachelor's degree or equivalent combination of education and experience is required.
- Minimum 3-5 years of professional experience in a related field
- Payroll or HR Certification helpful, but not required.
- Experience in service industry; Staffing Services, Payroll Processing, or Human Resources operations experience is preferred
- Exceptional customer service skills and demeanor
- Excellent 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.

Benefits and location:

- Eligible for variable compensation plan based on performance and company goals
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Flexible Work Program (work from home and hybrid options)
- Many more ancillary benefits
- Periodic travel of less than 20%
- Pursuant to Colorado Equal Pay for Equal Work act (SB19-085), if this job is performed in Denver CO, the salary range is \$70,000 - \$85,000. Compensation will be determined based on candidate location, skills, experience and review of market rate analysis.

How to apply:

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

About People2.0

People2.0 is the world's leading enabler of global, mobile, flexible, and remote work arrangements. The company's employer of record (EOR) and agent of record (AOR) establishments around the world, networked by its proprietary FlexLife™ technology platform, create a unique global ecosystem within which talent suppliers can engage any category of worker in any work arrangement, anywhere, while independently working professionals have access to business support services and portable benefits. Global workforce deployment is facilitated through a single master services agreement and one point of contact. Visit [People20.com](https://people20.com).

People2.0 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.