



## **Vice President, Client Services**

Americas (virtual)

The Vice President, Client Services is charged with achieving the company's overall objectives for client retention and satisfaction. They serve as the primary point of contact for business owners, principals and senior managers, particularly on service and support issues. They'll be responsible for fielding high-level, principal inquiries and requests, and either provide, direct and/or coordinate appropriate response. They are also responsible for measuring and managing improvements in the quality of client services team to ensure the most efficient and effective customer service is being delivered.

The Vice President, Client Services will monitor established operations for clients to ensure compliance with the best practices, standards and procedures, particularly as they relate to hiring, employment practices, risk management and client contracts. They will participate in the design, development and delivery of the Company's service strategies and support resources to ensure that the company can consistently satisfy client needs. They will provide consultation, advice and assistance to owners and principals as requested or as required by the company's service delivery model. This role will oversee field training initiatives for client staff and the setup of new service features and programs.

To be effective, they must regularly collaborate and coordinate with the leaders of various departments, including, Risk, Finance, Human Resources, IT, Development, Sales & Marketing.

### **What you'll get to do:**

#### Primary Objectives

- Help ensure client retention by achieving the highest possible level of customer satisfaction
- Continuously improve and maintain compliance with Company standards in all field operations
- Help clients grow their businesses and achieve greater profitability

#### Client Support Services

- Accept service calls and inquiries from owners, principals, and managers personally, and manage prompt and appropriate follow-up to their questions and service needs.
- Ensure that client staff members are effectively trained on the resources available to them and how to get prompt and accurate answers to pertinent service and operating questions.
- Collaborate with sales leadership with the goal of ensuring the best level of service and outcome for clients.
- Coordinate and communicate with department leaders 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.

## 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 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.

## **Skills and experience we value:**

- Bachelor's Degree or equivalent work experience
- Strong understanding of staffing firm and/or recruitment firm business processes, including P&L.
- Minimum 10 years' leadership experience in the staffing industry or large recruitment firm with at least three years working for a large enterprise-level EOR or AOR providers.
- Strong practical knowledge of enterprise-level contingent workforce business operations and management.
- Understanding of basic business finance essentials and business models.
- Adequate understanding of HR and employment law.
- Strong understanding and preferably experience in consultative growth.
- Record of growing a business and developing staff.
- Multi-industry knowledge a plus, light-industrial, healthcare, professional

## **Benefits and location:**

- Pursuant to Colorado regulations, if this job is performed in Denver CO, the salary range is \$150,000 - \$180,000 plus bonus potential
- This position is fully remote and can be based in North America
- 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%

## **How to apply:**



Send your cover letter and resume to [recruiter@people20.com](mailto: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](http://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.