

Program Director, Operations

Americas (virtual)

The Program Director, Operations is charged with achieving the company's overall objectives for client retention and satisfaction. They serve as the primary point of contact for direct clients, MSP, RPO, VMS, partners (Mass Talent Procurement, MTP), particularly on service and support issues. They will provide consultation, advice, and assistance to MTP partners. They will be responsible for fielding inquiries and requests, and either provide direct and/or coordinate appropriate responses. They are also responsible for measuring and managing the quality of delivery to ensure the most efficient and effective outcomes.

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

What you'll get to do:

The Program Director will cultivate strong relationships with partners to realize the full value of the People 2.0 partnership, as reflected in improved sales opportunities, efficiency, and financial performance. They will help ensure client retention by delivering the highest possible level of customer satisfaction.

The Program Director works closely and collaboratively with the Implementations Team to help guide new partners (market makers) on the People2.0 journey. They will 'handhold' new partners from 'going live' through to Account Management and ongoing. The Program Director has expertise from an industry standpoint and can speak knowledgeably about the partners' business, concerns, and goals. They help ensure that People2.0's internal service team is adequately educated and aware of a particular client's needs and expectations.

Stakeholder Management

- Establish rapport and maintain routine, meaningful contact with client personnel.
- Consult with partners to identify opportunities to enhance the People2.0 service experience.
- Maintain regular contact with partner operations team to strengthen relationships.
- Document interactions and use the information to improve service.
- Recommend and action items to improve partner experience and People2.0's value-add.

Scope Management

- Maintain understanding of contractual terms, financial particulars, and scope of work.
- Ensure updated/new MSAs are implemented with teams, including notifying Finance of pricing changes.
- Update internal documents, SOPs of contractual updates and changes.
- Monitor internal standard operating procedures to ensure full commercial realization of program(s).
- Identify and implement opportunities for process improvements on a large scale. Act as primary POC for client during implementations of expansion activities. Ensuring additional services offerings are deliverable, implemented and contracted efficiently.
- Delivery of trainings of additional services offerings within current client programs.
- Identify and communicate opportunities to expand services in ways that add value, increase satisfaction, and help ensure client retention.
- Analyze program statistics to ensure compliance to any contractual KPI or SLA requirements.
- Conduct Quarterly Business Reviews with partners to review trends and align on roadmap.

Delivery Management

- Ensure that partners understand relevant best practices and standard operating procedures.
- Keep abreast of EOR/AOR market developments to provide strategic advice to partners.
- Accept service calls and inquiries from partners and manage appropriate follow-up.
- 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.
- Manage service issues with a measured, controlled approach to deescalate and resolve efficiently.
- Design, develop and deploy surveys to measure key satisfaction metrics.
- Routinely engage internal teams to ensure their understanding of partnership needs.
- Act in a spirit of continuous improvement to optimize service, processes and procedures.

Skills and experience we value:

- Bachelor's degree or commensurate experience required.
- Strong practical knowledge of MSP, VMS, RPO, and/or FMS solutions.
- Awareness of the EOR/AOR landscape preferred.
- Adequate understanding of HR and employment law.
- 2-4 years' experience with roles of increasing responsibility within the Account Management, HR, staffing industry operations.
- Ability to take charge, prioritize and manage multiple priorities independently.
- Superior oral and written communication skills.
- Ability to effectively consult with client staff: listening, analyzing, needs definition, solutioning.
- Empathy, patience, and active listening skills.
- Commitment to team and open collaboration.
- Optimistic and future focused, comfortable with change.
- Strong service orientation and a natural ability to cultivate relationships.

Benefits and location:

- Pursuant to Colorado regulations, if this job is performed in Denver CO, the salary range is \$75,000 - \$80,000 plus bonus potential.
- 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 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 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.