

---

## Title: Client Services Specialist LATAM

---

### Company Overview

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.

Visit [People20.com](https://People20.com)

### Position Overview

The Client Services Specialist serves as a point of contact for People 2.0 clients, particularly on addressing service and support issues and overall customer success. They will provide technical and administrative assistance to clients as requested, or as required by the company's customer success best practices. To be effective, they must regularly collaborate and coordinate with internal department leaders in order to get questions and concerns of the client answered appropriately and efficiently. This individual must be detail oriented, highly organized, customer focused, and the ability to effectively manage a heavy workload.

### Specific Responsibilities

- Support the Business Development Team by participating in member calls
- Prepare and send proposals to existing and new members
- Participate in educational client and partner calls with the VP of Client Services
- Perform Onboarding calls with new workers in the LATAM region
- Be the initial point of contact for Client problem resolution and the interface between such Clients and the other internal areas of the company
- Provide exceptional customer service to our members via email, telephone and in person
- Day to day client support for all operations
- Utilize LATAM as well as global software for data flow and member questions
- Work closely and be in constant communication with the LATAM and US team for process updates and changes
- Maintain documentation for internal controls, related technology and department/member processes and keep member information updated and share with team as needed
- Perform regular Client Service check-in calls with members
- Understand country specific legislation in terms of employment law advising on applicability of collective agreements and worker benefits where necessary
- Create and send Member Reports weekly and monthly
- Work with other members of the team as needed
- Other duties and projects as assigned

---

## **Title: Client Services Specialist LATAM**

---

### **Education and Qualifications**

- Fluent in speaking, writing and reading English and Portuguese. Spanish is a plus.
- 1 to 2 years work experience in a staffing consultant/recruiter role in a temporary/flexible staffing environment preferred
- Experienced with MS Excel and MS Word. MS Dynamics is a plus.
- Exceptional customer service skills and demeanor
- Extremely detail oriented
- 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
- Strong time-management skills and sense of urgency when appropriate
- Ability to quickly learn new software and databases
- A confident approach, with the ability to provide clear direction to colleagues and stakeholders.
- A collaborative approach to working with a range of stakeholders across teams, divisions & locations.
- The ability to demonstrate sound judgement and ability to multi- task and move between distinct jurisdictional issues at pace.