
Title: Contractor Services Manager - Canada

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.

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Position Overview

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 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.

Primary Responsibilities

- 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 Contractor Care
- Develop and oversee control systems in relation to all Contractor Care, HR and onboarding processes
- Establish internal control protocols and perform internal audits on a regular basis to identify any areas of exposure.

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Skills and Experience

- 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.

Education and Qualifications

- 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.

People 2.0 is an equal opportunity employer and welcomes and encourages applications from people with disabilities. Accommodations are available to applicants taking part in all aspects of the selection process. If you require accommodation for a disability at any stage of the recruitment process, please contact HRCanada@people20.com.