
Title: Customer Delivery Manager - APAC

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.

Please visit [People20.com](https://people20.com)

Position Overview

The Customer Delivery Manager is a hardworking, positive, energetic, articulate and customer-centric person. This role requires exceptional customer communication and involves a high volume of administrative tasks with a compliance focus. Therefore, having attention to detail, in addition, sharing our 'Customer is King' philosophy is the key to success

Primary Objectives

- Being our Brand Ambassador and always ensuring an excellent and consistent customer experience
- Ensuring that our CRM system is updated at all times and relevant compliance projects are completed in a timely manner.
- Accountability for a portfolio of assigned customers, managing communication and resolution of customer queries
- Ownership of the contractor lifecycle, including on-boarding, extensions and off-boarding, for your own portfolio of customers.
- Keen eye for detail to ensure that documents received are correct and compliant.
- Collaborating with other business divisions to ensure positive and timely resolutions of any customer escalations.
- Ad hoc reporting and working closely with our compliance team to ensure adherence to frequently changing legislation.

Skill & Qualifications

- 5+ years in a senior level administrative role
- Previous experience in HR, recruitment, high volume customer service, contractor management or procurement would be advantageous
- Exceptional communication skills demonstrated by the Entity Solutions philosophy "Customer is king"
- Excellent multi-tasking skills, whereby you can prioritize your workload according to level of urgency to be able to manage stakeholder expectations
- You thrive in a fast-paced environment where no two days are the same
- You have a natural ability to engage in trusting customer relationships with internal and external stakeholders
- A willingness and aptitude to learn our services and products in order to provide more comprehensive solution to your portfolio of customers
- Intermediate-Advanced Microsoft office suite knowledge and experience

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People 2.0 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.