
Title: Independent Contractor Care Specialist

Location: Germany, Switzerland, The Netherlands, Belgium, United Kingdom, Ireland

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 IC Onboarding Specialist reports to the Senior Manager IC Onboarding and is responsible for the day-to-day operations and support of Independent Contractors across EMEA with a focus on delivering an excellent customer experience. The IC Onboarding Specialist is expected to be customer focused and have practical and positive attitude. The successful candidate will have experience with Flexible Workforce, specifically self-employed, Independent Contractors. They will operate with integrity and be responsible for fostering good collegial relations. To be effective, the IC Onboarding Specialist must be highly organized, detail oriented and have the ability to multitask whilst at the same time being both accurate and numerate.

Primary Responsibilities

- Liaise between the client/market maker and the Independent Contractor
- Collect and accurately interpret the necessary on boarding information; intake details
- worker/project classification, registration etc.
- Generate and issue contracts (with the support from the Legal team)
- Work collaboratively with the back office departments (for processing hours registration, invoices and payments etc.)
- Identify urgent and critical issues that require escalation to Senior Manager IC Onboarding
- Act as first point of contact for our clients, as well as for the (supplier of) Independent Contractor, whereby you carefully follow company's guidelines and procedures
- Understand country specific legislation in terms of Independent Contracting and ensure compliance with local laws and regulations, as well as company procedures and instructions
- Handle daily questions and complaints from our customers
- Build relationships with our clients and Independent Contractors to aid in long term customer satisfaction
- Manage a workload that evolves around various topics within different country legislation.
- Deliver adequate management information

Skills and Experience

- Experience in flexible workforce industry
- Strong verbal and written communication skills, enjoy dealing with people
- A high level of attention to detail
- Team-player, professional, flexible and reliable
- Practical and positive attitude
- Pro-active attitude on optimizing work processes and administrative organization
- Does not succumb to pressure and knows hers/his limits

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Education and Qualifications

- University Degree or College Diploma required; Human Resources or Business Administration preferred (extensive relevant experience may substitute for a degree)
- Demonstrable experience with administrative work and managing multiple accounts (minimum 2-3 years)
- Proficiency in Microsoft Office; Outlook, Word and Excel, Power Point
- Available 32 to 40 hours a week
- Local language + fluent English is a must

People 2.0 is an equal opportunity employer. We welcome and encourage all applications. Accommodations are available at any stage of the recruitment and selection process upon request to Human Resources. We thank all applicants for their interest, however, only those candidates selected for interviews will be contacted.