

Program Manager – Global

Company Overview

TalentWave, a People2.0 Company, (www.talentwave.com) specializes in providing flexible workforce solutions for Independent Contractor (IC) compliance and payrolling services. Through our expertise, partnerships and cutting-edge technology platforms, TalentWave has grown to support diverse industries across the globe. Our customers turn to us for service excellence, expert consultation, comprehensive risk management and efficiency. Our corporate culture encourages creativity, thought leadership and hard work. TalentWave was recently acquired by People2.0.

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.

Position Summary

TalentWave is looking for a Program Manager to assist in development of the service delivery for a new global client. This position is responsible for managing the full life cycle of the onboarding process and sub vendor population for our client. This will include documentation receipt, accurate input, maintaining database integrity in both client and TalentWave systems, ongoing contractor care management, inquiry resolution and consistency across accounts, coordination with multiple internal teams and systems, and communication regarding onboarding progress internally and externally.

This position requires a Monday – Friday 8am-5pm ET schedule.

Essential Job Duties

- Serve as a client-facing resource for TalentWave's contingent workforce engaged for the client; Primary point of contact to all client managers, Sub Vendors, and program sponsors.
- Manage onboarding of new Sub Vendor contractors by gathering and validating all relevant legal documentation to adhere to client's requirements.
- Be a valuable and trusted resource to contractors seeking guidance on questions related to TalentWave and Client policies, procedures and practices as they impact contractors.
- Manage special projects and mass onboarding initiatives
- Proactively collaborate with TalentWave Payroll, Accounting, Client Solutions and Compliance teams, as well as Client's Resource Management, IT, and Account/BD teams.
- Participate in development and ongoing execution of client-specific onboarding process, including validation of employment verification documentation (e.g., I-9 forms and EVerify submittal).
- Respond to and resolve contractor relations issues or elevate them to the attention of management as necessary.
- Ensure documentation is complete.

- Capture and effectively record appropriate data in various systems in a timely manner throughout the process
- Maintain and update contractor information in appropriate systems.
- Administration of Sub Vendor contracts and related processes as needed.
- Client Specific: Maintain accurate data around Client's client-specific background/drug testing requirements and order appropriate screening for new hires. Ensure offboarding processes/completion/extensions/follow-up with client managers is complete.
- Additional duties as assigned by the Client Account Manager/Program Director or by Client's Recruiting Operations.

Education and Experience

- Excellent communication skills, both verbal and written
- Excellent listening skills
- Excellent customer service skills
- Attention to detail in document reviews as well as system input
- Good organizational skills; can manage multiple requests and stay organized
- Prior staffing/recruiting/HR experience is a plus
- Strong critical thinking and problem-solving skills
- MSP/VMS knowledge a plus

Benefits and Compensation

- Pay range: \$65,000 – \$70,000 annualized, depending on experience
- 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
- Many more ancillary benefits