

Program Specialist

TalentWave 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. Come be a part of an exceptional company and team.

Location: Denver, CO

Position Summary:

This position is responsible for managing the full life cycle of the onboarding process for our clients referred contractors. This will include documentation receipt, accurate input, maintaining database integrity, ongoing contractor care management inquiry resolution and consistency across accounts. Coordination with multiple internal teams, communication regarding onboarding progress internally and externally. We strive to create an extraordinary experience for TalentWave's contractors and customers alike.

Essential Duties:

- Manage onboarding of new contractors by gathering and validating all relevant legal documentation to adhere to client's requirements
- Capturing and effectively recording appropriate data in various systems in a timely manner throughout the process
- Ensuring appropriate business teams are kept apprised of progress throughout process until onboarding is complete
- Proactively collaborate with Payroll, Accounting, Program and Compliance teams
- Track and report on missing documentation per client policies
- Create and maintain structured and organized records for each client
- Contact contractors to obtain missing documentation
- Maintain and update contractor information in appropriate systems
- Provide continued contractor care through the life cycle of their client engagement

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 organization skills; can manage multiple requests and stay organized
- Prior staffing/recruiting/HR experience is a plus
- Strong critical thinking and problem-solving skills
- Bachelor's degree a plus
- MSP/VMS knowledge a plus
- Experience with Canadian T4 employees a plus

Benefits and Compensation:

- Pay range: \$40,000 - \$45,000 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