
Title: Head of Client Services - EMEA

Regions: Netherlands, UK

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.

Visit People20.com.

Position Overview

The Head of Client Services - EMEA is charged with achieving the company's overall objectives for client retention, experience and satisfaction. They serve as the primary point of contact for business owners, principals and senior managers, particularly on service and support issues. They'll be responsible for fielding high-level, principal inquiries and requests, and either provide, direct and/or coordinate appropriate response. They are responsible for measuring and managing improvements in the quality of the client services team to ensure the most efficient and effective customer experience is being created.

The Head of Client Services will monitor established operations for clients to ensure compliance with the best practices, standards and procedures, particularly as they relate to hiring, employment practices, risk management and client contracts. They will participate in the design, development and delivery of the Company's service strategies and support resources to ensure that the company can consistently satisfy client needs. They will provide consultation and advice to owners and principals as required by the company's service delivery model.

To be effective, they must regularly collaborate and coordinate with the leaders of various departments, including, Risk, Finance, Human Resources, IT, Development, Sales & Marketing.

Role Responsibilities

Primary Objectives

- Ensure client retention by achieving positive customer experience
- Develop and implement a sustainable relationship management plan with customer experience service methodology at the core
- Continuously improve and maintain compliance with Company standards in all field operations
- Help our clients to grow their business and achieve greater profitability

Consulting, Compliance and Strategic Contribution

- Maintain frequent and regular contact with meaningful communication across all key primary stakeholders.
- As required, make client visits to observe the operations of clients, to strengthen relationships, deliver support and to identify needs and opportunities.
- Advise and assist clients in improving their service delivery, sales efforts, their organizations, and profitability.
- Ensure that clients understand 'best practices and procedures' and have the tools and information needed to comply with those standards and procedures.
- Identify and communicate to executive management opportunities to expand and/or improve

Title: Head of Client Services - EMEA

Regions: Netherlands, UK

services in ways that add value, increase satisfaction, and ensure client retention.

Client Services

- Ensure that client staff members are effectively trained on the resources available to them and how to get prompt and accurate answers.
- Collaborate with sales leadership with the goal of ensuring the best level of service and outcome for clients.
- Coordinate and communicate with department leaders regularly to ensure their understanding of field issues and client service needs.
- Identify urgent and critical issues that require escalation to HR, Risk, Legal or other Department Leaders, and promptly escalate those issues according to company policy.
- Monitor client experience and provide feedback. Design and conduct methodology to measure key satisfaction. In conjunction with Department heads, engage in the development of initiatives to improve services and delivery processes.
- Accept service calls and inquiries from owners, principals, and managers personally, and manage prompt and appropriate follow-up to their questions and service needs.

Qualifications

Education and Knowledge:

- Strong practical knowledge of enterprise-level contingent workforce business operations and management.
- Understanding of basic business finance essentials and business models.
- Adequate understanding of HR and employment law preferably across multiple jurisdictions
- Strong understanding and preferably experience in consultative growth.

Experience:

- Minimum 10 years' experience in the human capital and contingent workforce industry with at least three years working for a large enterprise-level organisation
- Record of growing business within the sector and developing staff.

Key Skills:

- Demonstrates leadership and organizational skills; ability to take charge, prioritize and manage multiple people and projects independently.
- Effective, high-level oral and written communication skills.
- Ability to effectively consult with client staff: listening, analyzing, determining true needs, and effectively assisting in solution development.

Important Characteristics:

- Service-minded, with strong service skills.
- Results (KPI) oriented.
- Consultative and participative, hands-on style.
- Gravitas with the ability to influence, generate commitment and gain cooperation from others without having direct authority over them.

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

Title: Head of Client Services - EMEA

Regions: Netherlands, UK

applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.