

Client Services Representative – Search and Recruitment

Americas (virtual)

The Client Services Representative, Search and Recruitment is charged with achieving the company's overall objectives for client retention and satisfaction. They serve as the primary point of contact for recruiter partners, particularly on service and support issues. They will provide consultation, advice, and assistance to recruiter partners. They will be responsible for fielding inquiries and requests, and either provide, direct and/or coordinate appropriate response. They are also responsible for delivering quality service in the most efficient and effective outcome.

The Client Services Representative, Search and Recruitment will cultivate strong relationships with recruiter partners to realize the full value of the People 2.0 partnership, as reflected in improved sales opportunities, efficiency, and financial performance. They will help ensure client retention by delivering the highest possible level of customer satisfaction.

To be effective, working with the Client Services Manager, they must regularly collaborate and coordinate internally with the leaders of various departments, including Shared Services, Risk, Finance, Human Resources, IT, Sales & Marketing.

What you'll get to do:

- Establish rapport and maintain routine, meaningful contact with recruiters
- Consult with recruiter to identify opportunities to enhance the People 2.0 service experience.
- Maintain an understanding of primary recruiter value drivers.
- Document all interactions and use the information to improve service.
- Maintain understanding of contractual terms, financial particulars, and scope of work.
- Monitor internal standard operating procedures to ensure full recruiter satisfaction.
- Identify and communicate with Manager opportunities to expand services in ways that add value, increase satisfaction, and help ensure client retention.
- Understand contractual KPI or SLA requirements.
- Conduct Bi-Annual Business Reviews for high revenue generating and/or high growth recruiter partners to review trends and align on roadmap.
- Ensure that recruiters understand relevant best practices and standard operating procedures.
- Keep abreast of EOR/AOR market developments to provide strategic advice to recruiters.
- Accept service calls and inquiries from recruiters and manage appropriate follow-up.
- Identify urgent and critical issues that require escalation to Manager and promptly escalate those issues according to company policy.
- Manage service issues with a measured, controlled approach to deescalate and resolve efficiently.
- Routinely work with Manager to engage internal teams to ensure their understanding of recruiter needs.
- Act in a spirit of continuous improvement to optimize service, processes and procedures.
- Empathy, patience, and active listening skills.
- Passion for building and maintaining strong client relationships.



- Optimistic and future focused, comfortable with change.
- Strong service orientation and a natural ability to cultivate relationships.

Skills and experience we value:

- Bachelor's degree or equivalent
- Strong practical knowledge of staffing.
- Awareness of the EOR/AOR landscape preferred.
- Adequate understanding of HR and employment law.
- 4+ years' experience with roles of increasing responsibility customer success environment.
- Ability to take charge, prioritize and manage multiple priorities independently.
- Superior oral and written communication skills.
- Ability to effectively consult with client: listening, analyzing, needs definition, solutioning

Benefits and location:

- This position is based in North America
- 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

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)

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.

