



Contractor Care Services Specialist

Americas (virtual)

The Contractor Services Specialist reports to the Contractor Services Manager and is responsible for the day-to-day operations and support of contingent and EOR workers across the US with a focus on delivering an excellent worker experience.

The Contractor Services Specialist is responsible for overall employee communications and experience. The position will focus on two primary areas: providing quality, detailed work product and building relationships with employees. The Contractor Services Specialist is expected to be self-directed and enjoy serving clients. They will be responsible for high-volume on-boarding and supporting employee relations. The successful candidate will operate with integrity, be highly organized and detail oriented, and able to effectively manage a heavy workload

What you'll get to do:

- Provide quality service and attention to detail is best-in-class
- Directly responsible for overseeing all candidate and employee communications, which include:
 - Onboarding candidates
 - Verification of New Hire Paperwork
 - I-9 Compliance
 - Weekly check-ins with New Hires
 - Additional HR matters
- Able to work collaboratively across all departments
- Partner with team members for end-to-end onboarding processes
- Build relationships with employees to aid in long term employment satisfaction
- Update systems based on information received from Client Relations Representatives
- Ideal candidate will have MS Office skills, and be adept at adopting multiple systems to manage the work
- Work on special projects as assigned

Skills and experience we value:

- Bachelor's degree or equivalent combination of education and experience is preferred
- Minimum 2-3 years of professional work experience in a service-based industry
- Certified or HR Certification helpful, but not required
- Attention to detail and problem solving
- Excellent communication skills
- Demonstrated ability to learn and apply basic concepts in new situations.
- Ability to multi-task, set priorities, and follow up in a timely manner.
- Effectively collaborate in a team environment, as well as work independently



Benefits and location:

- 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.

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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.