
Title: Vice President of Client Services

Company Overview

People 2.0 (www.people20.com) offers global Employer of Record (EOR) and Agent of Record (AOR) services tailored to serve two distinct client channels: Market Makers in talent and Independent Contractors.

The “Market Makers in talent” channel is comprised of services that match supply and demand for talent and consists of four segments: staffing agencies, search and recruiting firms, mass talent procurement services and consulting/compliance/contracting organizations. By utilizing People 2.0, Market Makers gain the benefit of adding EOR and AOR deployment options to the talent placement services they provide.

The universe of “Independent Contractors” consists of professionals and workers who contract for work either as an individual or through a form of personal incorporation. People 2.0 supports Independent Contractors by unburdening them from all administrative aspects of their deployment arrangements.

Headquartered in the USA, near Philadelphia, PA, People 2.0 ranks among the largest independent workforce deployment platforms in the world. Services are provided through in-country establishments in 40 countries spread across three regions - the Americas, EMEA and Asia Pacific. People 2.0 is majority owned by TPG Growth, the growth equity investment platform of TPG, one of the most prominent investment firms in the world, with the remaining equity being held by CIP Capital and People 2.0 management.

Position Overview

The Vice President of Client Services is charged with achieving the company’s overall objectives for client retention 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 also responsible for measuring and managing improvements in the quality of client services team to ensure the most efficient and effective customer service is being delivered.

The Vice President of Client Services will monitor established operations for MSP 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, advice and assistance to owners and principals as requested or as required by the company’s service delivery model. This role will oversee field training initiatives for client staff and the setup of new service features and programs.

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

- Help ensure client retention by achieving the highest possible level of customer satisfaction
- Continuously improve and maintain compliance with Company standards in all field operations
- Help clients grow their businesses and achieve greater profitability

Client Support Services

- Accept service calls and inquiries from owners, principals, and managers personally, and manage prompt and appropriate follow-up to their questions and service needs.
- Ensure that client staff members are effectively trained on the resources available to them and

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- how to get prompt and accurate answers to pertinent service and operating questions.
- 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 satisfaction and provide feedback. Design and conduct surveys to measure key satisfaction metrics. In conjunction with Department heads, engage in the development of initiatives to improve services and delivery processes.

Consulting, Compliance and Strategic Contribution

- Maintain frequent and regular contact and meaningful communication with client principles and key personnel.
- As required, make field visits to observe the operations of clients, to strengthen relationships, deliver management support and to identify needs and opportunities.
- Advise and assist clients in improving 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 services in ways that add value, increase satisfaction, and help ensure client retention.

Qualifications

Education and Knowledge:

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

Experience:

- Human Capital and MSP industry exposure with demonstrable experience working for a large enterprise-level Managed Service Provider in a comparable role.
- Record of growing business and developing staff.
- Diverse industry experience is a plus

Key Skills:

- Demonstrated 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.
- Ability to generate commitment and cooperation from others without having direct authority over them.