

Director, Customer Care Center

Americas (virtual)

Customer Service Director directs and oversees all aspects of an organization's customer service policies, objectives and initiatives. Develops service level standards focused on providing high customer satisfaction and reducing response times. Establishes policies and procedures that produce high quality customer service delivery across multiple channels (e.g. telephone, email, live chat, video) and reflects industry best practices. Implements systems to capture and report on service metrics, including any customer feedback or trends in services issues. Additionally, manages resource decision-making and planning. Aligns customer services activities and initiatives to support and enhance organizational objectives.

What you'll get to do:

- Recruits, interviews, hires, and trains departmental supervisory staff.
- Oversees the daily workflow of the department.
- Drives quality and consistency of service delivery.
- Provides constructive and timely performance evaluations.
- Partner with cross-functional leadership to optimize client profitability through continual improvement
- Manages vendor relationships
- Drafts, implements, and executes policies and procedures to facilitate a quality customer service experience.
- Establishes performance metrics for customer service representatives.
- Establishes service levels and requirements for the department.
- Develops and implements methods to record, assess, and analyze customer feedback.
- Develops and implements training and quality assurance programs for new hires and experienced employees.
- Identifies and recommends or acquires updates and expansions to technology, equipment, and policies which improve customer service and retention.
- Acts as a liaison between the customer service department and other divisions in the company.
- Drafts and implements the department's budget.
- Performs other related duties as assigned.

Skills and experience we value:

- Bachelors degree required.
- At least five years of related experience required, with prior management experience highly preferred.
- Excellent verbal and written communication skills.
- Interpersonal and customer service skills.
- Organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Proficient with Microsoft Office Suite or related software.



Benefits and location:

- This position can be 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
- Flexible Work Program (work from home and hybrid options)
- Many more ancillary benefits

How to apply:

Send your cover letter and resume to recruiter@people20.com and reference the job title and location.

About People2.0

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. [People20.com](https://people20.com)

People2.0 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.