

## Employee Care Specialist

Americas (virtual)

Employee Care Specialist is focused on increasing the satisfaction of People 2.0 associate employees by providing exceptional professionalism and customer service through phone and email support, diagnosis and problem-solving related to the company information systems and related services.

The Employee Care Specialist assists, supports and educates associate employees in the use of various software applications for onboarding, time and expense reporting and payroll processes.

### What you'll get to do:

- Responsible for timely response to all initial incoming telephone and email requests from associate employees
- Assist associate employees in a supportive, professional manner, helping them achieve requested outcomes
- Offer support and education to associate employees while diagnosing and solving issues or delays
- Diagnose issues and recognize when to escalate to a manager
- Log and document contact activity timely and accurately
- Prompt notification to management upon recognizing any potential problems or irregularities including suspected impropriety or rule violation
- Add/Remove/Reset Passwords for associate employees
- Utilize various applications and or reports to provide support
- Promote and provide general knowledge of Web Portals (applicant, job, employee, and client)
- Assist other departments upon request
- Other duties as assigned

### Skills and experience we value:

- Minimum Associates degree required or equivalent experience
- 2 -3 years' prior experience in inbound, call center or customer service preferred
- Solid customer service aptitude and demonstrated problem-solving skills
- Must be proficient with Microsoft applications, Word, Excel, Outlook, PowerPoint
- Excellent verbal and written communication skills and general math skills
- Human Resource (HRIS) experience, payroll applications, bilingual Spanish a plus

### Benefits and location:

- The current delivery team is based in King of Prussia, PA, and 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



- Many more ancillary benefits
- Periodic travel of less than 20%

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.