



HR Account Specialist

Job type: Full-time.

Location: Hybrid schedule (3+ days in office per week) in San Diego.

Role summary:

TEAM Risk Management Strategies (www.teamemployer.com) is looking for an HR Account Specialist to join and support our rapidly growing company. TEAM provides outsourced employment solutions and serves as the employer of record on behalf of over 3,500 clients for 6,000 worksite employees across all 50 states.

The HR Account Specialist role is part of our Client Services team, and serves as a trusted partner to clients by effectively collaborating with colleagues and external stakeholders to resolve client inquiries while managing onboarding and offboarding processes. The ideal candidate can balance the need to navigate matters compliantly with a desire to provide creative, compassionate, and client-centric solutions. This individual enjoys having variety in their work, demonstrates strong organizational skills to juggle competing priorities effortlessly, and likes being challenged by new opportunities.

Responsibilities you will own:

- Deliver best-in-class service to clients in support of TEAM's mission.
- Foster strong partnerships with and serve as a trusted advisor to clients.
- Work collaboratively with colleagues and external stakeholders to address inquiries promptly and to resolve service or employment-related issues.
- Manage account and employee onboarding, offboarding, and other lifecycle processes effectively and compliantly.
- Provide an overview of TEAM's service to new or prospective clients and employees.
- Consult with clients to ensure employment policies and practices are compliant with all federal, state, and local employment regulations.
- Participate on project teams and perform other duties as assigned in support of key company and department objectives.

We're looking for someone who:

- Has 3 years of overall work experience, with 2 years of experience in a client-facing role. Progressive HR or relevant supervisory experience is strongly preferred, but relevant backgrounds may include a wide range of roles, including recruiting, benefits, implementations, sales, service, education, hospitality, retail management, or account management positions.
- Demonstrates high accountability and a strong sense of urgency to resolve client inquiries.
- Possesses excellent communication skills, and can convey complex information clearly and concisely.
- Thinks critically, solves problems creatively, and presents solutions in a consultative, client-centric manner.
- Has strong interpersonal instincts and high emotional intelligence; can establish credibility and build trusted rapport quickly by adapting to a diverse range of clients and communication styles.
- Collaborates effectively and proactively with colleagues to achieve goals and meet deadlines.
- Manages competing priorities effortlessly and is highly organized.
- Executes tasks efficiently with a high degree of quality and accuracy.
- Possesses a personal growth mindset and takes the initiative to learn and apply new concepts quickly.

Benefits: Company-sponsored medical, dental and vision plan for employees and their dependents, 401(k), wellness program, learning development program, life insurance, long-term disability coverage, charitable contribution matching, volunteer time off and employee assistance program. In addition to accrued vacation time and sick time, TEAM recognizes 12 paid federal holidays. We also offer our team members the option of alternative work schedules. For team members based out of the San Diego office, we provide daily catered meals, weekly massages, onsite fitness center, a fully stocked pantry, happy hours, free parking and much more.

About TEAM Risk Management Strategies

TEAM Risk Management Strategies, LLC

3131 Camino del Rio, North, Ste. 650, San Diego, CA 92108
TELEPHONE 619.281.1100 | FAX 619.281.1926 | www.teamemployer.com



TEAM RMS is a national leader in the outsourced household employment market. We are a mission-driven company, supporting the self-directed care model, which allows individuals with disabilities the freedom to choose the caregivers and service providers working with them in their homes. Working with trustees, fiduciaries, and advisors who serve some of our most vulnerable populations, TEAM provides payroll, outsourced human resources, and risk management solutions, and we specialize in fanatical customer service. TEAM clients include the nation's largest blue-chip banks and financial institutions such as Wells Fargo, Bank of America, Northern Trust, and Fifth Third.

We are a high-performing team pursuing aggressive growth targets. The business has more than tripled in the last 5 years. We're proud of our 91% client NPS, double-digit organic revenue growth, and our talented and compassionate team. We like to win, but we also have fun doing it: we have a close-knit culture and keep things light with our regular team celebrations, pranks, and costume contests.

Our vision:

To provide expert employment solutions, compassionate service, and creative partnership to the people we serve.

Our mission:

The people we serve and those who support them have peace of mind knowing they can choose their own service providers without the burden or risk of being an employer.

Our values:

- **Teamwork:** We care about each other and the work that we do. We are always ready to lend a helping hand and work together to solve even the toughest challenges.
- **Customer service:** We consistently go above and beyond to provide the highest level of service to our clients. We are responsive, creative and will find a solution to any problem.
- **Accountability:** We are passionate about the work that we do. We hold ourselves and each other accountable to a high standard of quality.
- **Integrity:** We are honest and ethical in our interactions and we do the right thing for the right reason, 100% of the time.
- **Compassion:** We care deeply about our clients, our employees, the families we serve, and each other. We are open-minded and enter into our interactions with respect and an assumption of positive intent.
- **Fun:** We take our work very seriously but not ourselves and we prioritize balanced lives for our team.

TEAM Risk Management Strategies, LLC

3131 Camino del Rio, North, Ste. 650, San Diego, CA 92108
TELEPHONE 619.281.1100 | FAX 619.281.1926 | www.teamemployer.com