

ADP Global Leadership Development Program

MBA Sample Rotational Assignment

Business Unit: SBS/TotalSource
Title: Director, Client Services
Location: New York, New York

ADP TotalSource is one of the nation's largest and most innovative HR outsourcing firms providing both a Professional Employer Organization (PEO) and Administrative Services Organization (ASO) model. We provide small and mid-sized businesses with an integrated suite of services including HR administration, compliance management, safety and risk management, payroll and tax administration and employee benefits.

With more than \$700 million in revenues and a current annual growth rate of over 20%, we provide a dynamic work environment and great personal growth opportunities. ADP TotalSource is part of ADP, which has more than \$8 billion in revenues and 600,000 clients worldwide and is one of the largest providers of a broad range of premier, mission-critical, cost-effective transaction processing and information-based business solutions.

Key Responsibilities:

The Client Service Director manages and leads the regional HR teams and their resources to ensure that they deliver efficient and timely service to clients and obtain the best performance from team members. Offers human resources support for complex matters, as needed. Responsible for driving client retention numbers up and delivering message to clients and associates regarding the value proposition. Accountable for client satisfaction and client retention. Functions as a consultant and business partner to senior management internally and to major account executive management at the client site. Communicates and modifies the strategies and services of the human resource team as business needs change. In smaller regions, performs all functions assigned to the Client Services Executive. Serves as overall account manager of the assigned client base as it relates to the delivery of World Class Service while maintaining profitability, including persuading clients of the value of our services, discussing with clients our pricing and invoicing philosophy in such a manner to retain the client, maintaining the client survey scores at a level established by the region's General Manager, and providing support as needed to the sales process. Oversees the day-to-day function of the regional HR teams, including, but not limited to, by providing leadership and mentorship; providing guidance to the respective teams about issue resolution, as necessary; and conducting regular department staff meetings. Oversees the assignment of clients to the appropriate HRBP based on geography, complexity, and number of Worksite Employees. Resolves complicated or high-profile client service and employment issues, including worksite employee misconduct, harassment, and terminations.

Provides the Client Service Executive with recommendations regarding the hiring, disciplining, and terminating (when appropriate) the HR teams. Responsible for assisting in the development of the HR teams and succession planning. Conducts on-site client training in coordination with the Training Department. Ensure targeted client participation in the training seminars held by TotalSource University (TSU). Co-facilitated in local TSU sessions as requested.

Responsibility for the effectiveness of the HR organization. 4-8 direct reports. The HR Director sets the priorities per CSE, monitors performance, and is involved in all human resource activities (hiring, firing, performance appraisal, salary recommendation, etc.)