

International Move Manager - Remote / WFH

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Company: JAM Recruitment

Location: United Kingdom

Category: other-general

Ref No: AS/77708/GM

Package£30-40,000.00 + Bonus + Benefits

LocationRemote, work from home

Job typeInternational Move Manager

Position type: Permanent

HoursFull-time

Availability: ASAP

Contact name: Andy Shaw

Contact Company: JAM Global Mobility Recruitment

The Background:

This leading services organisation is actively seeking an addition to their virtual Move Management team. The Move Manager will be responsible for coordinating moves from start to finish delivering the highest levels of customer service.

The Role:

The successful candidate will be responsible for but not limited to the following:

- Manage moves from inquiry to closing
- Actively manages file to company standards, acting within company guidelines at all times
- Ensure client records on company computer system are accurate and entered in a timely manner

- Proactively assist clients with all queries and obtain information when answers not known
- Demonstrates proactive approach to potential problems, acting to resolve them quickly
- Seeks opportunities for improving quality and willingly share innovative ideas
- Establish & maintain good working relationships, within team, with other departments & with subcontractors and suppliers
- Answer all inter-departmental queries in a timely & friendly manner
- Ensure relevant parties (Sales, crews, Ops, Relo, Furniture Rental, Concierge, Warehouse, Agents & subcontractors) receive all relevant documentation in a timely and polite manner, and keep them fully informed of all relevant aspects of the move
- Ensure client satisfaction by providing seamless back up cover to other team members
- Demonstrate continual awareness of Company core values
- Deal in an ethical & honest manner in all ways
- Support the company & team in all activities, and promote good will

The Person:

The successful candidate will have previous experience in either: move management, household goods, relocation services or the logistics industry. Applicants must have excellent customer service and coordination skills.

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