



JOB DESCRIPTION

POSITION TITLE: Account Manager DEPARTMENT: Global Operations

Job Description: Under the supervision of the Director of Global Operations, administers a variety of activities required to insure a high level of satisfaction among clients, relocating employees, service providers and team members in accordance with established MoveTrek Mobility guidelines and culture.

Key Responsibilities:

1. Leads seamless execution of all mobility programs and practices, including proactive communication with clients, relocating transferees and service providers.
 - a. Ensures transferee understanding and compliance with authorized services, Lump Sum, BVO and GBO/Amended Value Programs.
 - b. Provides guidance and comprehensive counseling to relocating transferees on all aspects of client's relocation policy.
 - c. Responsible for building relationships with clients through consultative interactions and creative problem solving resolutions.
2. Prepares and maintains transferee and client files, recording all communication.
 - a. Accountable for the integrity of file and computer data.
 - b. Audits and insures transferee files are in compliance with client policy, orders relocation services / reports from designated service providers.
 - c. Monitors and counsels transferees on related relocation costs to ensure compliance with budgetary guidelines.
3. Strong customer service orientation with both internal and external relationships, anticipating needs and giving a high priority to customer satisfaction.
 - a. All transferee and client phone calls are returned within 4 business hours.
 - b. All service provider phone calls are returned within the business day.
 - c. 24/7 availability to clients, transferees and service providers.

Secondary Responsibilities:

- ◆ Contribute to, and design improvements for operational activities and procedures.
- ◆ Commitment to support team members.
- ◆ Maintain effective communication with team members and service providers.
- ◆ Perform financial audits on all invoices.

Additional Responsibilities:

The items listed as key and secondary components represent a description of the ordinary duties of this position. It should be expected that other duties, both related and unrelated, may be assigned and required

Qualifications and Working Demands:

- ◆ Strong attention to detail, communication skills and commitment to teamwork with a reputation for integrity, resourcefulness and expertise.
- ◆ Exceptional problem solving skills.
- ◆ Ability to anticipate and manage change and recommend solutions that balance the interests of the client corporation, in addition to transferee needs.
- ◆ Ability to travel as needed
- ◆ Required 24/7 hour accessibility to clients, transferees and real estate agents

Educational Development or Equivalent:

- ◆ Business Degree along with a minimum of 8 years experience in the delivery of global mobility programs.
- ◆ CRP and GMS designation desirable
- ◆ Comprehensive knowledge of best practices for domestic and international policies.
- ◆ Proficient in Microsoft office: Word, Excel and Outlook
- ◆ Proficient in navigating the internet