



# JOB DESCRIPTION

POSITION TITLE: Relocation Coordinator

DEPARTMENT: Global Operations

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**Job Description:** Under the supervision of the Director of Global Operations and the Sr. Account Manager, 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.) Under general direction, counsels relocating employees who receive rental benefits on company policy and procedures. Approves third party services for relocation requests and prepares necessary reports.
  - a. Counsels Employee on rental benefits
    - i. Delivers a detailed rental initiation package to each employee
  - b. Provides options for home purchase assistance
    - i. Delivers mortgage pre approval information
  - c. Maintains a tickle system to follow up on supplier requests and appointments
- 2.) Manages Lump Sum benefits.
- 3.) Coordinates and monitors authorized third party services for employees.
- 4.) Audit expense reports for accuracy and policy requirements and submit to the expense administration department in a timely fashion.
- 5.) Provide telephone support to Account Manager and other team members as secondary point of contact.
- 6.) Communicates and coordinates with relocating employees for receipt of required documents and relevant paperwork.

## 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.
- ◆ Assists in preparation of reports, for Account Managers and clients.

## 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 and communication skills
- ◆ Ability to meet deadlines
- ◆ Ability to prioritize day to day responsibilities

## Educational Development or Equivalent:

- ◆ Associates Degree or a minimum of 15 years experience in the delivery of global mobility programs
- ◆ Proficient in Microsoft office: Word, Excel and Outlook
- ◆ Proficient in navigating the internet