



Title: Military Move Coordinator

Reports To: Customer Service Manager

Job Summary: The position of the Move Coordinator is to act as a liaison between Customers, Carriers, Military Installations, and various departments to ensure a smooth relocation process.

Date:

PRIMARY RESPONSIBILITIES AND DUTIES

Administration:

- Acts as the liaison to coordinate the movement of household goods. Focuses on providing excellent customer service.
- Help answer inbound phone calls within the first 2 rings with a positive and warm voice. Answer and respond to all emails within a timely manner.
- Communicates with customer's to ensure the highest level of customer service and satisfaction. Obtain customer feedback through regular follow-up calls and proactively resolve any complaints.
- Works directly with TSP and Customer on the scheduling of all moving services, critical needs, and problem solving
- Calmly and professionally handle displeased customers and provide timely feedback to management regarding customer concerns.
- Monitors and tracks all Military orders with TSP from receipt of shipment to the completion of pick up.
- Maintain an accurate hard copy file making sure to include all weight tickets, inventories, GBL, other required documentation. Printing out all email approvals and communication when the files are completed.
- Accurately maintain our Move Management Software. Verify details and update the system and operations immediately when survey results are received.
- Communicate with dispatch when orders change.
- Requesting authorization from the TSP for services that are out of the normal. Bulky items, crates, 3rd party services, etc.
- Responsible for working with TSP and all 3rd party service providers (if ordered by Golden Services LLC) to ensure timely communication of transferee requested order fulfillment and change management.
- Assists with providing proper paperwork to ensure timely billing to carrier.
- Turn in all paperwork to operations / date drawer 72 hours prior to the 1st day of service(s).
- Return all survey results to the Carriers no later than 72 hours prior to the 1st day of the move.
- Performs other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

- High School Diploma or equivalent, computer keyboarding skills, effective communication skills, friendly and outgoing personality, organizational skills, and ability to respond to requests effectively and efficiently.
- Understands and can perform basic office-practice skills, including filing, light typing, processing and sorting functions.
- Can carry out detailed written or verbal instructions,
- Ability to file, post, sort, or prepare mail projects. Can copy data from one source to another, obtain information from others, and deliver information to others clearly and accurately.

PERSONAL ATTRIBUTES:

- Be honest, trustworthy and respectful
- Possess cultural awareness and sensitivity
- Be flexible and demonstrate sound work ethics
- Ability to work in a high stress environment