

Global Mobility Counselor

Position Overview:

The Global Mobility Counselor is responsible for delivering a superior customer experience through the expert management of the mobility process for our corporate clients and their relocating employees.

Essential Job Functions:

- Provide leadership to our corporate clients and relocating employees through their mobility journey with empathy and care
- Serve as the expert in the mobility process
- Educate and advise relocating employees on expectations, expenses, taxes, timelines, service options, and resources
- Coordinate mobility services and monitor for effectiveness, cost, and quality
- Learn and execute each client's culture and philosophy toward mobility to develop and maintain customer loyalty
- Support Plus business objectives to ensure growth and profitability
- Collaborate with Plus team members to identify and implement service improvement opportunities and program enhancements
- Support and collaborate with internal customers

Skills/Abilities:

- Passionate about providing excellent customer service to both internal and external customers
- Strong organizational skills with the ability to handle multiple tasks simultaneously
- Ability to work effectively and independently in a fast-paced environment
- Ability to be a self-starter and work autonomously, as well as be part of a successful team
- Excellent verbal and written communication skills
- Ability to respond resourcefully and constructively to new demands, priorities, and challenges
- Effective and proactive problem-solving skills
- Excellent command of English language and grammar
- Strong attention to detail
- Strong consultative skills
- Understands global relocation services and operational delivery

Requirements:

- College degree preferred
- Minimum 3 years of experience in international and domestic relocation preferred
- Participation in the rotation of the team after hours cell phone by answering phone calls and emails as assigned
- Be accessible to team members, clients, and relocating employees after hours

For more information on Plus Relocation and to apply for the position, please visit

<https://www.plusrelocation.com/careers/current-openings/>

