

Global Mobility Specialist

Position Overview:

The Global Mobility Specialist is responsible for providing a superior customer experience through assisting their assigned Global Mobility Counselors, Plus partners and the overall Client Services team. This will ensure relocating employees, corporate clients, and suppliers experience Delight.

Essential Job Functions:

- Assist assigned Global Mobility Counselors with file management to provide high quality customer service
- Act as an extension of the Counselor by providing coverage support ensuring service levels are uninterrupted for the relocating employees and corporate clients
- Coordinate and manage supplier services data accuracy and a strong customer experience
- Assist Manager and Counselors by generating and reviewing reports and communication pieces
- Research requests and resolve issues for relocating employees and corporate clients
- Prepare and review relocation and assignment cost projections
- Recommend and implement process improvements to enhance the overall customer experience
- Support internal customers in the resolution of relocation expense processes

Skills/Abilities:

- 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
- Passionate about providing excellent customer service to both internal and external customers
- Excellent verbal and written communication skills
- Proactively protects internal and external confidential information
- Effective and proactive problem-solving skills
- Innovative and able to challenge existing processes
- Strong attention to detail

Requirements:

- College degree preferred
- Minimum 1-2 years of experience in customer service

For more information on Plus Relocation and to apply for the position, please visit <https://www.plusrelocation.com/careers/current-openings/>