



At Altair we pride ourselves in our culture and our culture is rooted in our team members. Are you interested in working with us?

We are searching for an **Operations Manager** who understands the complexities of managing relocation programs and operations teams.

We're looking for a stellar individual to join our Operations team in **Minnetonka, MN**.

This job is all about:

- Manage daily activities of the Domestic Relocation Team(s) to ensure quality service delivery to our clients and their transferees including monitoring service levels & return rate metrics
- Coach, mentor and develop Domestic Relocation Team(s) including performance management; understanding and maintaining accuracy of caseload reports
- Manage client relationship as appropriate for clients
- Ensure team members have tools and resources needed to perform role responsibilities including but not limited to current, accurate and complete information regarding client policy, service partners/suppliers, service metrics and expectations
- Serve as point of contact for and resolution of escalated issues; escalate issues further to VP, SVP as appropriate
- Demonstrate knowledge of and supports Company vision and value statements, policies and procedures, privacy, security and confidentiality standards and code of ethical behavior
- Work collaboratively with colleagues and with service partners pertinent to execution of position responsibilities
- Participate in prospective domestic client pursuits including but not limited to contributing to RFP documents and implementation projects
- Coordinate domestic operations efforts for clients with both domestic and international components

### **What You Have**

We're looking for a team member who enjoys client interaction and policy consultation. We're looking for a dynamic individual who *gets* how to manage a team and deliver stellar service to our clients.

A Bachelor's Degree or equivalent combination of experience is strongly preferred. Read more to see if you fit the bill.

- 5+ years successfully managing domestic service teams or in positions of increasing responsibility within the relocation or consulting industry or in global organizations with a defined relocation program
- Comprehensive knowledge of domestic relocation especially home sale transactions
- Relationship building sensitivity/skills at multiple levels within client/partner organizations
- Advanced knowledge of various software packages including but not limited to Microsoft products and Outlook
- Communicate at all levels within organizations; verbal and written
- Travel independently as required by Company and or client

Altair provides a professional and fun work environment with great benefits and competitive salaries.

We are an equal opportunity employer.

To apply, please visit the [Altair Global Career Page](#).