



Residential Relocation Coordinator

OUTLINE for Residential Relocation Coordinator:

Coordinates and administers relocation services. Schedules and monitors moves maintaining direct contact with customers from the initiation of the order from the sales team to its successful completion at the time of delivery. Responsible for assuring each customer is highly satisfied with their moving experience.

QUALIFICATIONS for Residential Relocation Coordinator:

- Highly organized and detail-oriented, with excellent communication skills, both verbal and written.
- Requires multi-tasking and time management skills.
- Ability to thrive in a fast-paced environment while demonstrating superior customer service.
- Accurately record and maintain customer information, service requests and changes in service.
- Exhibit consistent, reliable work ethic and demonstrate a desire for continuous improvement in the arena of customer satisfaction.
- Must successfully pass a criminal background investigation and pre-employment drug test.

DUTIES AND RESPONSIBILITIES for Residential Relocation Coordinator:

- Handles incoming calls or inquiries from prospective or current customers and schedules sales appointments/estimate requests.
- Identifies and assesses customers' needs to achieve satisfaction.
- Completes supporting paperwork and data entry for each job as required.
- Responsible for reviewing final rates for each shipment and confirming approvals for any services not included in the service description.
- Performs inside sales and estimates for prospective customers when needed.
- Accurately captures all necessary information in industry-specific software & tracking systems.
- Provides customers additional information and explains services, pricing, etc.
- Accurately process customer's credit card transactions in accordance with company's security procedures.
- Must be accountable; take responsibility for any problem and resolving it to the customer's satisfaction.

Able Moving & Storage is a highly respected moving and storage firm located in Northern Virginia. Founded in 1987, Able Moving & Storage is a family owned company, and one of the largest independent moving companies in the Washington Metropolitan Area.



Moving & Storage

Able's dedicated leadership and employees consistently work to provide the best, most professional, responsive, and safe relocation services available to corporate, government, residential, and commercial clients on the move. In the role of client advocate, Able Moving & Storage brings extensive management, planning, and operations experience in performing the necessary solutions for your firm's relocation needs. Able performs requirements under various contracts with large corporations as well as with the U.S. Government. We are familiar with all requirements necessary to ensure the safe, secure, and efficient packing, transportation, unpacking, and storage for domestic and international relocations.

Professional services provided from Able Moving & Storage, Inc. include:

- Household Relocations
- Office and Industrial Moving and Relocation
- Containerized Storage, Receiving & Distribution Services
- Commercial/Office Relocation

Required experience:

- 1 year of experience preferred, but not required.

Required education:

- High school or equivalent required, college is preferred