

Pickfords

JOB DESCRIPTION

Job Title:	International Move Manager
Reports to:	TBC
Location:	NW10
Grade:	TBC
Remuneration:	TBC

Job Purpose

[Overview of role and key objectives for first 12 months]

You will be responsible for providing advice and information to our corporate customers with regard to our international moving services, You will have a high regard for customer service and quality standards and you will closely monitor the tracking of consignments worldwide via our centralised system, whilst ensuring that all internal departments, sister companies and agents are adhering to customer expectations.

Primary Role and Responsibilities:

[key activities/objectives for the year]

Your main task will be to manage the shipment of individual client's goods on behalf of our corporate accounts. In order to achieve this you will need to: -

- Liase when necessary with the client / account to ascertain requirements and ensure proactive customer service
- Liase with operations / suppliers to ensure service delivery meets requirements
- Process any documentation necessary to ensure service delivery
- Ensure the shipment is carried out in accordance with the agreed terms

Essential Requirements:

[Indicate essential skills/experience/professional qualifications etc that candidates MUST have in order to be considered for this role. These details will be our **KEY SELECTION CRITERIA** for short listing candidates]

The successful candidate will possess a good telephone manner and be able to generate good written communication. They will need to be methodical in their approach and able to set a plan and deliver it. Dealing with the client can be very demanding, so patience and diplomacy are important. Previous experience of Word, Excel and e-mail is required. We expect the appointed candidate to be experienced in international move co-ordination.

Personal Attributes:

- Consultative Skills – understanding customer requirements and competitive environment
- Selling skills and concepts – Influencing, listening, questioning, negotiating and gaining commitment)
- Organised
- Ability to work under pressure and deliver to deadlines
- Flexible
- Proactive
- Approachable
- Motivated

If you are interested in applying for this vacancy please contact:

Samantha Oughton – HR Advisor

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