



## Move Coordinator / Customer Service

The Move Coordinator is the single point of contact for all moving activities for the customer; responsible for managing the customer needs and expectations as well as navigating them through the process as their advocate. Ensuring the services sold by the company are being provided at the highest level of quality. Move Coordinators contact the customer at each activity milestone from packing & loading, in and out of any applicable storage as well as delivery to final residence.

- ❖ The Move Coordinator receives the booked sales orders, reviews the paperwork for completeness and ensures that all required documents are present and keyed in properly into the software system (Mr. Mover):
  - Packing lists
  - Specialty items to be serviced (BBY Grand, Grandfather Clock, etc.)
  - Make notes of any crated items and print out an ID tag for Crates to be built
  - Manpower and Trucks needed on each day of the job
  - This paperwork will then be scanned and attached to the customer file in Mr. Mover
  - Then file the paperwork in the appropriate place.
- ❖ Customers will receive a call at least one week prior to their move confirming their date, addresses and scope of work.
- ❖ All Customers will be called 24 hours prior to their move day to set up the arrival time and discuss the services they need for their move. Pay attention to details when setting arrival time i.e., drive time, loading out of storage time, or additional items that may cause a crew to be later to residence.
- ❖ Call all customers the day of the move to make sure they are satisfied with the crew and services.
- ❖ Assisting Crew Leaders with billing and keying the bill into Mr. Mover and pushing to QuickBooks. Making sure payment is received for each job every day. Process payment in Mr. Mover and push to QuickBooks. Giving all payments to finance for depositing.
- ❖ Billing any move that does not pay the Crew Leader the day of the services rendered. I.e., customers that move to storage, office moves, out of state customers, etc.
- ❖ After emailing a bill, following up with a phone call to make sure they received it and ask for payment. If mailing a check, then make a note of the communication and file the paperwork in Accounts Receivables.
- ❖ The day after the delivery the Move Coordinator is to follow up with the customer to answer any concerns they may have that need to be addressed such as material being left behind, damaged items or crew professionalism.

### Essential Functions

- The Move Coordinator receives the booked sales order and becomes the point of contact. Move Coordinator reviews the paperwork for completeness and ensures that all required documents are present for scheduling the entire move process (dates, pick-up and delivery schedule, special care delivery, storage needs).
- Develop a supportive relationship with customers over the phone, maintaining contact from start to finish while managing realistic expectations.

- Achieve 95% of predetermined customer touchpoints throughout the service delivery. Communicate with customer at expected milestones to measure service, resolve concerns as necessary, i.e., schedule changes, shipment delays, etc.
- Manage and maintain accurate documentation throughout the process.
- Identify problems and act upon them with analytical thinking and sound judgment. Identify and handle customer complaints and identify resolution.
- Perform internal post-delivery surveys, providing service recovery as necessary to improve customer satisfaction.
- Answer all calls professionally, using proper phone etiquette.
- Utilize strong time management, organization skills and prioritization in a fast-paced environment.
- Work professionally as a team player exhibiting timely, professional and proactive customer service skills.
- Recognize varying levels of customer concerns, emotions, and stress points in order to adapt accordingly to meet customer expectations.
- Project an image of patience and expertise while providing courteous, timely, and professional communication through all customer (external and internal) interactions by phone, written, or in person.
- Perform necessary administrative tasks pertaining to dates, authorizations, and customer or transportation service provider requests.
- Understand and apply DP3 Business Rules, DTR, It's Your Move regulations.
- Document all phone, text, and/or email contact in our Move Management Software

#### Competency Statement(s)

- Mathematical Skills - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.
- Language Skills - Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public. Ability to communicate effectively by phone.
- Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Bachelor's Degree preferred; Associate degree required in a position-relevant field. Or minimum of three (3) years' work experience in a customer service-centric position.