



Moving & Storage

## **Commercial Relocation Coordinator**

### **OUTLINE for Commercial Relocation Coordinator:**

Coordinates and administers commercial 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 Commercial Relocation Coordinator:**

- High School diploma or equivalent is required.
- Exemplary customer service and communication skills (verbal and written) alongside an enthusiastic attitude are a necessity.
- Proven problem/solution identification and analytical decision-making skills will be helpful.
- Ability to multi-task and work in a fast-paced, autonomous environment with consistently high-quality results is necessary.
- Must successfully pass a criminal background investigation and pre-employment drug test.

### **DUTIES AND RESPONSIBILITIES for Commercial Relocation Coordinator:**

- Maintain communication throughout the move process between the sales department, the customer, dispatch, warehouse, accounting, and crews.
- Responsible for coordination and monitoring of the entire move.
- Answers incoming sales calls and schedule sales appointments.
- Prepare paperwork to facilitate packing, loading, and delivery services for all jobs in compliance with company standards.
- Update all necessary information in Able's computer & tracking systems
- Responsible for reviewing final rates for each shipment and confirming approvals for any services not included in the service description.
- Be accountable; take responsibility for any problem and resolving it to the customer's satisfaction.
- Maintain filing systems and accurate records for each shipment.
- Contribute as part of a team to special projects and assists other departments with administrative tasks as needed.

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.

Able's dedicated leadership and employees consistently work to provide the best, most professional, responsive, and safe relocation services available to corporate,



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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, but college is preferred