

HORIZON MOVING SYSTEMS, INC.
TUCSON
Move Coordinator Job Description

JOB TITLE: Move Coordinator
DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt

DATE: 3/19/07
REPORTS TO: Office Manager
LOCATION: Tucson

Position Summary: To manage the entire move process, be the one point of contact and liaison for the external customer and all participating agents. Provide excellent follow through while maintaining quality assurance at every level of assistance and action. To work harmoniously with outside sales representative(s) and other internal customers to meet the needs of our customers.

Essential Job Functions:

- Maintain communication throughout the move process with customer, dispatch, warehouse, accounting, claims, salesperson, driver, United Headquarters, other agents, and anyone else who may be involved in the move.
- Establish and maintain relationship with a National Account representative(s) and all participating parties.
- Provide OA/DA services when requested.
- Obtain all necessary information and paperwork from sales representative(s).
- Confirm with customer the information supplied by the sales representative(s).
- Set up and maintain files on each move using Mover's Suite, IGC, and Move Manager Software.
- Ensure all documents are initiated appropriately for each move and are in compliance with Federal Consumer Regulations.
- Provide a copy of each file to Payroll Clerk.
- Prepare, process, print, organize, and distribute all paperwork required for move according to procedures.
- Verify that services are performed as scheduled.
- Provide Accounting Clerk with completed files in a timely manner.
- Field and address concerns and/or complaints of customer.
- Field and address questions, concerns, and complaints of all Horizon and/or United personnel, or anyone else who may be involved in the move.
- Alert appropriate parties to any problems.
- Utilize PRIC, Move Management, Memo Pad, and/or written forms to document all communication with the customer and other parties.
- Set, reschedule, and cancel appointments for customers as necessary.
- Maintain calendar/schedule for sales representatives.
- Provide over-the-phone estimates/rates at customer's request.
- Book over-the-phone moves when necessary.
- Other duties as may be assigned by management.

Qualifications, Education, and Minimum Experience: High School Diploma or General Education Degree (GED). A minimum of one year related experience and/or training with a household goods transportation company is preferred. Moving industry experience preferred. Those candidates with customer service experience will be given preference.

Other Qualifications: Excellent verbal and written communication skills. Time management skills a must. Must recognize the importance of the customer and have excellent customer service skills. Must be able to interact cooperatively and professionally with customers and co-workers. Must have empathy and understanding with customers. Basic computer skills including the ability to function confidently with a MS Windows network environment, using MS Word, Excel, and Outlook. Must possess accurate typing skills. Familiarity with AS400 preferred.

Physical and Mental Requirements: While performing the duties of this job, the employee is regularly required to sit intermittently for 6 to 8 hours per day; have auditory and speaking ability to use the telephone 6 to 8 hours per day; use hands to finger, handle, or feel and reach with hands and arms; physical mobility and dexterity to operate office equipment; and regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities include close vision, ability to adjust focus, and read written information.

If you are interested in applying for this position please submit your resume to Horizon Moving Systems, Attn: Melody Reyes, 3600 E. 36th Street, Tucson, AZ 85713 or via email at mreyes@horizonmoves.com.

Horizon Moving Systems, Inc. is an equal employment opportunity employer and encourages minority and disabled individuals to apply for employment. Required accommodations may be requested through the Human Resources Department.