



**Plan → Move → Store → Install**

#### Knowledge, Skills and Abilities

- Knowledge of office procedures and methods including telephone communications, office systems and record keeping
- Industry (Moving & Storage) related knowledge a plus
- Knowledge of business communication, including style and format of letters and email
- Skill to use a personal computer and various software packages including all Microsoft business software (Outlook/Excel/Word)
- Ability to establish priorities, work independently, and proceed with objectives without supervision
- Ability to handle and resolve recurring problems

#### Special Requirements

- Willing to work overtime, holidays and weekends as requested by management or if a task must be accomplished within a specific time frame. Must be able to balance many tasks at one time. Maintain a positive work environment and be able to work well with all departments and management.

#### Move Coordinator/Receptionist

- Answer and transfer incoming calls as well as greeting clients at the office in a professional manner
- Provide customers/callers with office related information (address of office locations, fax numbers, website address, etc)
- Talk with customers and schedule appointments for multiple sales people / manage calendars
- Perform a variety of clerical duties
- Work with relief coverage to determine appropriate times for lunch and breaks
- Assist and prepare folders for sales and management this includes entering customer information into the proper software systems (Move Magic / Quotes to Go System),
- Maintain job folder - preparing estimates, overlooking paperwork for proper procedures/errors, documenting customer communication (all dates, times, notes in proper software), making sure all required documents are received from customer
- Support and assist sales staff as needed
- Notifying management quickly if any problems arise so that a resolution can be made
- Order and schedule all third party services needed from the proper vendors.