

Full Time Relocation Coordinator position available in the Raleigh Area.

There is an opening for a full-time relocation coordinator position in the Relocation Department. This is a full time (40 hr/wk) position and will reside in the Cameron Village office. The relocation coordinator counsels clients and coordinates the relocation process for incoming and/or outgoing clients derived from 3rd party relocation companies/broker referrals or Internet inquiries. The relocation coordinator assigns a sales associate and performs a variety of administrative activities to ensure a superior client experience. This position works in a fast paced changing team environment, which includes virtual team members. Flexibility in work schedule is needed to provide superb customer service to clients and other team members.

The Berkshire Hathaway HomeServices Carolinas Realty family of companies has more than 900 sales associates and 15 offices across North Carolina. A full-service residential real estate firm offering brokerage, mortgage, warranty, relocation and title insurance services, it is one of the largest residential real estate firms serving all three of North Carolina's major metropolitan markets – doing business as Berkshire Hathaway HomeServices Carolinas Realty in Winston-Salem and Charlotte; Berkshire Hathaway HomeServices York Simpson Underwood Realty in the Triangle; Berkshire Hathaway HomeServices Yost & Little Realty in Greensboro; and Berkshire Hathaway HomeServices Pinehurst Realty Group in Pinehurst and Southern Pines. The Berkshire Hathaway HomeServices Carolinas Realty family of companies is proud to be a part of HomeServices of America Inc., the one of the largest independent residential real estate brokerage firm in the United States. Find out more by visiting www.BHHSCarolinas.com. We are an equal opportunity employer.

Responsibilities include but are not limited to:

1. Client Service (30-40%)
 - Field leads for incoming and/or outgoing referrals, assess client needs, respond to inquiries and counsel client throughout relocation process.
 - Assign sales associate.
 - Review broker price opinions.
 - Assist with rental referrals, providing rental or household goods movement information.
 - Facilitate communication between all parties and routinely follow up with client and sales agent.
 - Establish and foster relationships with other coordinators in the BHHS network to expand company exposure and facilitate referral if client is outside of the HomeServices service areas.
 - Establish relationships with and market to third party contacts in order to secure more business.
 - Develop and follow-up on leads using telephone, e-mail and postal mail contact.
 - Provide information and/or offer services such as mortgage, title and insurance.
 - Participate in agent training.
2. Provide support to relocation coordinators statewide (30-40%)
 - Cross-train with Coordinators, provide PTO coverage for absences.

- Provide support with preparation and coordination of forms, correspondence, relocation packets, marketing materials, agreements, inspections and other client or transaction documents.
3. Administrative (20-30%)
 - Facilitate closing arrangements, final billings and commission payouts.
 - Maintain records, data base, client files and generate reports.
 - Schedule meetings and perform general office tasks.
 - Handle correspondence, support other relocation staff and assist with special projects.
 - Prepare newcomer packets and mailings for clients.
 4. Perform additional responsibilities as requested or assigned. (0-10%)

Performance Expectations

- Meet all performance and behavior expectations outlined in the company performance appraisal form or communicated by management.
- Perform responsibilities as directed achieving desired results within expected time frames and with a high degree of quality and professionalism.
- Establish and maintain positive and productive work relationships with all staff, customers and business partners.
- Demonstrate the behavioral and technical competencies necessary to effectively complete job responsibilities. Take personal initiative for technical and professional development.
- Follow the company HR Policy, the Code of Business Conduct and all subsidiary and department policies and procedures, including protecting confidential company information, attending work punctually and regularly, and following good safety practices in all activities.

Qualifications

Education:

- Associate's degree in business or related field or equivalent knowledge and work experience.

Experience:

- Two to four years business experience.
- Real estate or relocation background preferred, but not required.

Knowledge and Skills:

- Effective analytical, problem-solving and decision making skills.
- Ability to prioritize and handle multiple tasks and projects concurrently. Good organization and time management skills.
- Strong computer and communication skills.
- Presentation skills.
- Excellent customer service skills.

Other:

- Flexibility in work schedule may be required to meet deadlines and service client needs.

Interested individuals should email resume and salary requirements to Cecily.Durrett@BHHSCarolinas.com, or fax to (336) 774-4504 (confidential fax)
Equal Opportunity Employer

