

Full Time Sr. Relocation Department Administrator position available at Berkshire Hathaway HomeServices Carolinas Realty family of companies.

The Sr. Relocation Department Administrator provides a high level of support to the Director of Relocation & Business Development, ensuring that the administrative functions of the office are effective and efficient. This position works in a fast paced changing team environment, which includes virtual team members. This is a full time position and flexibility in work schedule is needed to provide superb customer service to clients and other team members. This position supports all company regions, and some travel between regions can be expected. The employee's home office location is not fixed and could be located in the Triad, Triangle, or Charlotte Regions.

The Berkshire Hathaway HomeServices Carolinas Realty family of companies has more than 890 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 & Southern Pines. The Berkshire Hathaway HomeServices Carolinas Realty family of companies is proud to be a part of HomeServices of America Inc., the second 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:

- Provide support for the director and relocation department:
 - Assist with monitoring and responding to requests from other relocation staff, clients, sales managers, and/or sales associates in a professional and timely manner.
 - Implement approved process improvements in the overall operations of the Relocation Department, ensuring the department is running smoothly.
 - Coordinate time management and PTO calendars for coordinator team across all regions before submitted for final approval by Relocation Director.
 - Prepare reports, including monthly market updates for 3rd party relocation partners, brokermetrics, cost of living, SIRVA, Relospec, and market data as requested.
 - Maintain director's calendar and email; coordinate scheduling of meetings and travel.
 - Assist with research and production of relocation power points and presentations, working with the BHHS Training Department. Maintain list of required trainings and re-certifications, oversee communications and compliance in coordination with sales support team.
 - Monitor and maintain relocation online presence, including web page updates and Facebook posts in coordination with the Digital Marketing team.
 - Assist with special projects. (60-75%)
- Serve as a backup or provide support for client services and relocation coordinators as needed:
 - Field leads for incoming and/or outgoing referrals, assess client needs, respond to inquiries and counsel client throughout relocation process.
 - Assign sales associate.

- Ensure timely feedback from the coordinators delivered to Relocation Director for any escalations or intervention necessary
- Facilitate communication to managers regarding sales associate training and readiness for Relocation referrals, including monthly reports to managers and Sr. VP of Sales
- Establish and foster relationships with other coordinators in the relocation network to expand company exposure and facilitate referral if client is outside of the HomeServices service areas. (5-15%)
- Perform any additional responsibilities as requested or assigned. (5-10%)

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:

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

Experience:

- Two to four years Real Estate, relocation background preferred.
- Proficiency with business software and in Microsoft Office including Word, Excel, Outlook, and PowerPoint.

Knowledge and Skills:

- Effective analytical, problem-solving and decision making skills.
- Ability to prioritize and handle multiple tasks and projects concurrently. Good organization, attention to detail, and time management skills.
- Strong computer skills.
- Effective communication and interpersonal skills with a customer service focus.
- Knowledge of real estate, title, and/or mortgage business helpful.

Other (licenses, certifications, schedule flexibility/OT, travel, etc.):

- Real Estate license preferred.
- CRP (Certified Relocation Professional) designation preferred.
- May require flexibility in schedule to meet the responsibilities of the position, including after scheduled hours and weekends.

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