

Aires (www.aires.com) has been providing best-in-class relocation management services for 40 years and is a recognized industry leader in delivering high quality relocation and assignment management services to leading corporations.

### **We Have...**

- An award-winning technology platform, built in-house, that aligns with the future state of Global Mobility
- A strong Aires brand consistently ranked among the mobility industry's highest annual customer-satisfaction scores and a client retention rate of over 98%
- A financially stable organization with a history of 15%-20% organic annual growth
- A competitive compensation, a high internal promotion rate and a full benefits package including a 401K match

An excellent career opportunity is currently available for an experienced **Mobility Specialist** in our West Coast Region. We are seeking candidates that are local to our **Huntington Beach, CA** office but will also consider remote candidates in the following locations and the surrounding areas:

**Los Angeles, CA**  
**San Francisco, CA**  
**Phoenix, AZ**  
**Denver, CO**  
**Seattle, WA**

This exciting opportunity is in a high growth environment where you will utilize your significant experience in customer service to successfully manage the international and domestic relocation for corporate accounts, overseas and domestic partners, and private transferees.

### **Position Responsibilities:**

- Manages international and domestic household goods shipments and family services for corporate accounts and their corporate transferees
- Acts as the concierge and communicates with and between the relocation transferees, the client, internal Aires support members, and all service providers
- Makes the timely decisions required to provide a seamless relocation for the transferee and their family
- Provides the family with insulation from unnecessary and confusing multiple communication points, such as origin and destination partners involved in delivering household goods and services
- Manages updates to the Aires Operating System from the onset of the relocation through each stage of the process
- Documents all key correspondence and communication with the transferee and partners
- Coordinates with all internal department/functions to ensure successful transferee
- Exhibits a commitment to accurate and expedient billing to maximize Aires profitability
- Provides clients with transferee status updates, keeping them abreast of issues and solutions that arise so they are always knowledgeable

**Basic Qualifications:**

- High School Diploma
- Minimum 2-5 years relocation industry customer service experience providing service through the telephone and via email, giving high priority to customer satisfaction

**Additional Qualifications:**

- Strong customer service experience in the relocation, hospitality or travel industry required
- Excellent interpersonal skills, necessary to develop relationships with clients, transferees, and partners
- Excellent verbal and written communication skills
- Demonstrated ability to manage multiple competing tasks
- Ability to follow policies and procedures
- Strong decision making ability using business facts and good judgment
- Strong analytical and problem-solving skills
- Self-motivated with strong organizational and time management skills, with the ability to meet deadlines and manage changing requirements
- Can-do attitude
- Genuine desire to help others
- Team oriented mindset, with a strong sense of care and urgency
- Computer skills: MS Office (MS Word, Excel, Outlook, PowerPoint)
- Desire to embrace our core values: Client Focus, Results, Responsibility & Accountability, Collaboration and Innovation

EOE AA M/F/Vet/Disability