

## Job Profile

# MOVE CO-ORDINATOR

### ABOUT THE ROLE:

Our Move Co-Ordinators are responsible for providing excellent customer service to our customers when they move home and for ensuring that all customers' requirements are met.

### KEY RESPONSIBILITIES:

- Responsible for courteous interface with customers
- Ensure timetables and service expectations are maintained.
- Email and collate returned customer surveys
- Ensure prompt and accurate preparation of quotations
- Confirm booked jobs with customer
- Handle and book in initial enquiries from potential customers
- Produce invoicing as required
- Produce job sheets. Ensuring job sheets have the correct and full details shown
- Processing card payments
- General admin duties
- Guide customer on ancillary products that may benefit their individual requirements
- Tackle customer expectations on price versus service delivery
- Assist client with commercial decision making throughout our communications
- Highlight our offers and services relevant to the enquiry
- Working as part of our team in providing an overall quality customer experience

### WHAT WE'RE LOOKING FOR:

- PC Literate/Pref. Microsoft Office.
- Enthusiastic person able to work as part of a team.
- Pleasant nature with good telephone skills.
- Numerate
- Telesales in a customer centric environment
- Quick thinking and problem solving
- Able to identify opportunity
- Able to promote development of our brand

We will provide full training to equip you with the skills you need.  
If you feel have the skills and experience to become a Move Co-Ordinator, **apply online** or please **send your CV** to **sally.saunders@dbonner.co.uk**