

# United Arab Emirates Jobs Expertini®

## Move Coordinator (30961)

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Company: Crown records management

Location: united arab emirates

Category: other-general

Career Opportunities: Move Coordinator (30961) Requisition ID 30961 - Posted - EMEA - United Arab Emirates The Crown Worldwide Group provides mobility, relocation, logistics and storage services to corporate and private customers all over the world. We've been moving people's lives for over half a century, always putting people at the centre of everything we do. We have a proud history - but we're also looking to the future, investing in smart technology, growing our businesses internationally and staying ahead of the curve. We promote diversity and inclusion in the workplace, hiring motivated and skilled people and inspiring them to do the best work of their lives. Our efforts as good corporate citizens considers the environment and the communities we work in through our Corporate Social Responsibility program. This role will be office based at our Middle East HQ at Dubai Investments Park - 2, Dubai, UAE. With over 35 years of experience, Crown Relocations is the premium brand for international moving services in the UAE. The Move Coordinator plays a critical role in delivering a fantastic customer experience by supporting customers to move their lives around the world. The successful candidate will join a dynamic, professional and diverse team with an excellent track record of success. Key Responsibilities Act as the primary customer service contact for Crown Relocations' customers, coordinating local and international household goods moving services. Manage and oversee all services, including coordinating with other colleagues, Crown offices, local and overseas service partners, freight forwarders and other local vendors. Ensure that all services are performed efficiently and effectively, following up as needed to ensure completion. It requires strong communication skills, attention to detail, and the ability to effectively coordinate

and prioritize tasks. Proactively follow up on all questions and concerns to ensure that all commitments are kept and that customers are entirely satisfied and promoters for Crown service. Ensure that all services provided meet client and assignee satisfaction levels and adhere to Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). Utilize systems to efficiently manage customer files. Ensure that Crown systems are updated with service process information in real-time to track progress. Comply with financial tasks and documentation processes to ensure accurate and timely invoicing. Participate in regular communication sessions, team meetings, and learning services to improve performance. Identify opportunities for process improvements, cost savings, and cost avoidance. Aptitude, knowledge & qualifications Passionate about delivering an exceptional customer experience. Ability to set priorities, manage your time and workload and dependably meet strict deadlines in a potentially high pressured, rapidly changing environment. Confident can-do attitude and a willingness to work as part of a team to meet customer needs and achieve business goals. Well-developed administration and organisation skills with strong attention to detail. Solution oriented approach to problem solving and decision making. Excellent analytical, interpersonal and communication skills. Proficient computer skills with experience using Microsoft Office Strong communication and presentation skills. Cultural sensitivity and awareness. Excellent written and spoken English. Additional language skills are an advantage. What we can offer 24/7 Access to an Employee Assistance Program Year-round Health & Wellness programs Company Values At Crown we pride ourselves with the quality we deliver and values we stand by. We are CARING about people and their experience Always DETERMINED to do our best and to always keep improving We are genuinely THERE when our customers and colleagues need us We encourage the SHARING of knowledge amongst each other We continuously remain OPEN-MINDED to stay innovative Crown is an equal opportunities employer. We are committed to providing equal employment opportunities to all qualified individuals without regard to race, religion, sex, pregnancy, national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, military/veteran status, or any other characteristic protected by law. Crown welcomes applications from all suitably qualified candidates eligible to live and work in the designated geographical region. We are committed to diversity, and to employee well-being, engagement and development.

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