



Job Description

Job Title: International Relocation Specialist

Department: VP Programs and Services

Reports To: Relocation Director

FLSA Status: Exempt

Date: 2019

I. JOB SUMMARY:

This position will help relocation employees and their families address critical issues and concerns during the house search and settling-in steps. This position is responsible for helping to acclimate professionals and their families relocating to Indiana from across the world. These individuals are referred by corporate and mid-size businesses, and organizations that benefit from the center services.

ESSENTIAL FUNCTIONS:

1. Work in close collaboration with the Relocation Director to provide adequate support to the families' relocation to Central Indiana. This includes but is not limited to:
 - Assignee pick-up from airport
 - Grocery shopping and apartment set-up
 - Participate in house showings if you are a licensed Realtor
 - Organize school visits if applicable
 - Establish pre-move-in and move-out inspection reports
 - Schedule visits to the Social Security Administration, the BMV, or any utility company
 - Manage daily emails and client's concerns
2. Update the Relocation Director on a daily basis (within 12 hours) of work done with the families
3. Assist Relocation Director with the ongoing coordination between relocation companies, the assignees and Relocation Services staff, when needed in the office
4. Provide support to the Relocation department with administrative tasks, which includes but are not limited to the following:
 - a. Communications with clients to ascertain needs (email and phone)
 - b. Liaise with providers to arrange details for services requested by clients
 - c. Monitor incoming phone calls and emails
 - d. Prepare client's itineraries and make necessary arrangements for same
 - e. Compilation of reimbursements and timesheets
5. Update the shared file database with the information regarding new amenities and/or resources for expatriates
6. Provide advice on guidelines and recommendation for a better efficiency of the work
7. Other duties as assigned

III. EDUCATION AND/OR EXPERIENCE:

Bachelor's degree (B.A./B.S.) from a four-year college or university; or one to two years



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related experience and/or training; or equivalent combination of education and experience.

IV. LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Added benefit would be if the applicant is fluent in foreign languages.

V. MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

VI. REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

VII. CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have a current driver's license with a good driving record.
- An added benefit would be a Real Estate license but is not required.

VIII. OTHER SKILLS AND ABILITIES: (Languages spoken/written, etc.)

- Substantial knowledge of all Indianapolis and surrounding cities
- Ability to communicate effectively with individuals across diverse cultures
- Ability to multi-task and quickly make decisions
- Access to email and proficiency in word processing and basic spreadsheets

IX. OTHER QUALIFICATIONS:

- Experience living and/or working overseas is preferred
- Minimum of 1 year living in the Indianapolis area
- Must be eligible to work legally in the United States

X. PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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While performing the duties of this job, the employee is frequently required to talk or hear, sit and use their hands to finger, handle or feel. Occasionally, the employee will need to stand or walk, stoop, kneel, and reach with hands and arms. The employee will rarely need to climb or balance. Physical demands such as crouching, and crawling are limited. The employee will rarely need to taste or smell. The employee will occasionally lift up to 25 pounds and will frequently need to lift up to 10 pounds. Specific vision abilities required by this job include close vision, ability to adjust focus, and to perform normal office computer work.

XI. WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to be exposed to an indoor office environment. There may rarely be a risk of electrical shock when dealing with office equipment cords, etc.

Additionally, there are frequently times that the employee would be exposed to any extreme or outdoor weather conditions, or extreme conditions such as humidity, cold or heat not associated with the weather, working in high places, or be exposed to fumes or airborne particles, explosives, radiation, vibration or toxic or caustic chemicals.

The noise level in the work environment is usually one of moderate levels such as those in an office setting.