



**Title:** DA Move Coordinator

**Reports To:** Customer Service Manager

**Job Summary:** The position of the Move Coordinator is to act as a liaison between Customers, Carriers, Military Installations, and various departments to ensure a smooth relocation process.

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## **PRIMARY RESPONSIBILITIES AND DUTIES**

### **Administration:**

- DA offerings; Receive, enter, and manage transportation shipments from Carriers or local military installations
- Work with multiple 3<sup>rd</sup> party vendors to initiate service requests for appropriate moves
- Manage inbound Storage shipments and service requests to ensure timeliness, accuracy, and completion of each move
- Maintain Move Management System to ensure shipments are updated, processed, and audited
- Help answer incoming calls within two rings, positively, and warmly
- Maintain vendor and customer relationships
- Maintain/Update container and SIT logs; update carriers, request SIT extensions or conversion letters

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- High School Diploma or equivalent, computer keyboarding skills, effective communication skills, friendly and outgoing personality, organizational skills, and ability to respond to requests effectively and efficiently.
- Understands and can perform basic office-practice skills, including filing, light typing, processing and sorting functions.
- Can carry out detailed written or verbal instructions,
- Ability to file, post, sort, or prepare mail projects. Can copy data from one source to another, obtain information from others, and deliver information to others clearly and accurately.

### **PERSONAL ATTRIBUTES:**

- Be honest, trustworthy, and respectful
- Possess cultural awareness and sensitivity
- Be flexible and demonstrate sound work ethics
- Able to work in High Stress environment