



# JOB DESCRIPTION

FSLA: Exempt

**POSITION TITLE: Relocation Homesale Counselor**

**DEPARTMENT: US Operations**

**FUNCTIONAL SCOPE OF POSITION:** Under the direction of the Director, Client Management performs a variety of operational activities necessary to assist relocating employees and their families, in conformance with client policy and established MSI guidelines.

**PRIMARY COMPONENTS:**

- Acts as single point of accountability for transferee. Administers, communicates and coordinates benefits for transferees initiated with homesale and non-homesale program benefits. Primarily responsible for homesale authorized population; however, will be expected to assist with overflow of Homeowners authorized for Direct Reimbursement programs. Prepares complete transferee file and logs/records all conversations in Globepointe (GPO), MSI's operating system.
- Prepares relocation estimates specific to transferee and client policy. Responsible for updating estimates throughout relocation process.
- Orders relocation services / reports from designated suppliers. If real estate referrals are placed ensures instructions explained and provided and referral fees are contracted and honored. Maintains GPO relative to this activity. Documents all communication in the appropriate GPO screens. Reviews any real estate related reports and communicates results to transferee. Continuously maintains effective data input/recovery systems.
- Communicates policy benefits and parameters and coordinates with transferee for receipt of necessary documents, correspondence and relevant paperwork. Logs/records all conversations.
- Manages the Marketing Assistance Program (MAP) program for assigned transferees. Works with departure area brokers to develop marketing strategies. Supports transferees in the selection of real estate agents and implementation of selling strategies. Continuously interfaces with transferees and their agents to ensure a sale.
- Determines transferees' needs and wants for housing in the destination location. Evaluates potential communities and selects the right agent for Homefinding Assistance. Counsels transferee and acts as transferee's advocate.
- Ensures transferee understanding and compliance with Buyer Value Option (BVO) and/or Guaranteed Buyout/Amended Program procedures. Implements and oversees entire homesale process following established guidelines to ensure compliance with IRS guidelines and client policies. Responsible for file containing all necessary executed documents for compliance and auditing purposes. Responsible for ensuring that all data entered in GPO.
- Provides counseling and guidance to transferee in all aspects of client's relocation policy including, reimbursable expenses, benefits and incentives. Creates and submits all necessary paperwork corresponding to those benefits.
- Counsels transferees regarding all issues associated with the moving process including, inspections and disclosure, real estate local practices, mortgage financing and the appraisal process. Counsels on shipment of household goods and interfaces with carrier when necessary. Counsels on household goods insurance procedures.
- Continuously interfaces with Director, Client Management with any transferee issues that need to be elevated to client level.
- Participates in monthly calls to Client, under direction of Director, Client Management, to supply overview of relocation status for each transferee. Coordinates and responds to all additional transferee requests/inquiries as required.
- Maintains effective communication with service suppliers (both internal and external) and oversees such service delivery.

**SECONDARY COMPONENTS:**

- Suggests and designs improvements to operational activities/procedures.
- Provides back-up to other team members as necessary.
- May meet with either clients or prospects to represent MSI service delivery expertise.

**OTHER COMPONENTS:**

The items listed as primary and secondary components represent a description of the ordinary duties of the position. It should be expected that other duties, both related and unrelated, may be assigned and required.

**EDUCATIONAL DEVELOPMENT OR EQUIVALENT:**

Bachelors Degree and or equivalent with minimum two years experience in relocation.

**WORKING DEMANDS:**

- Ability to perform work with extreme detail and accuracy.
- Ability to manage multiple priorities within tight deadlines.
- Effective problem solving skills utilizing sound judgment.
- Excellent communication skills – both verbally and in writing.
- Computer proficiency in Microsoft Office products.
- Strong analytical skills.
- Ability to work successfully in a team environment.
- Ability/willingness to project a professional image consistent with company/client expectations.