



Tailoring relocation solutions

We have been striving for business excellence since the foundation of the company over 45 years ago. Constant quality and customer orientation has led to continuous growth and market leadership. With nine offices across Switzerland, we provide a wide range of relocation solutions. We support expatriates and international companies with pre-hire orientation tours, home search assistance, school search, immigration and settling-in services. Our services range from international removals to furniture rental. Behind our success are 150 experienced and talented employees who constantly aim to exceed customers' expectations.

Our team in the United Kingdom is expanding. We are looking for a

Your Mission

The Relocation Manager will work in an international context, interacting with assignees (end-users, customers) and clients (HR/International Mobility Managers or RMC Account Managers) from around the world. You will coordinate and manage relocation and immigration services and manage the accounts assigned.

About the company

With 14 offices across Belgium, Germany, the UK, Switzerland and the Netherlands, we provide a wide range of relocation solutions. We support expatriates and international companies with pre-hire orientation tours, home search assistance, school search, immigration, and settling-in services. Our services range from international removals to furniture rental. Behind our success are 150 experienced and talented employees who strive for innovation and continuous improvement.

We offer a future-orientated business, where we are constantly striving for new innovation and digitalisation. We encourage our employees to bring new ideas to enhance existing service offerings or bring new services on board. Join an international and multicultural team, who change lives, reinvent global mobility, and exceed customer expectations.

Place of Work

This role will be fulfilled mostly in the home-office.

What you will do

- ❑ Interact with international assignees (end-users, customers) and international clients (HR/International Mobility Managers or RMC Account Managers)
- ❑ Work hand in hand with field consultants to deliver relocation services to our clients
- ❑ Take ownership of the complete relocation process from Initiation to Feedback Form
- ❑ Coordinate third-party providers globally
- ❑ Build excellent relationships with Packimpex clients
- ❑ Maintain internal Packimpex systems as per company guidelines



What we expect

- ❑ A minimum of 1 years' experience in a similar position
- ❑ Excellent communication skills
- ❑ Experience working in a servicedriven work environment
- ❑ Expertise in UK tenancy agreements and the immigration process would be an added advantage
- ❑ A proactive approach, positive attitude, cultural awareness, and the ability to make decisions independently
- ❑ The ability to plan and manage workload under pressure
- ❑ A quick learner with the ability to cope with multiple simultaneous tasks in a changing environment

Your 12-Month Employee Journey

You will spend time learning the DSP Processes for the first 3 months. This is done via an e-learning platform and video calls.

You will work hand in hand with the Head of Operations and with your existing relocation knowledge and experience you will supervise your own cases, anticipate any issues/abnormalities, and advise on solutions. After 6 months you will be fully immersed in your new position and be able to look at process optimisation and implementation. After 12 months you will have enough knowledge to be more strategic in the tasks you own, analysing client satisfaction metrics and analysing market gaps and suggesting innovation. This position will require adaptability, empathy, a proactive communication, and accurate reporting.

Application Process

Does this position sound interesting? Then, please send us your CV with a short cover letter outlining why this job interests you.

The application will be reviewed by our in-house recruiter and if successful, an interview will be set up with our Head of Operations.

We look forward to getting to know you.

Packimpex Ltd.

Madeleine Khunou

Packimpex UK Ltd., Euston House 24, Eversholt Street, London NW1 1AD, application@packimpex.ch