



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.

For our office in Frankfurt we are looking for a

Head of Operations Germany

Your Mission

The Head of Operations will work hand in hand with the Chief Operating Officer in an international context, ensuring smooth running of operations and sales for the region. You will manage our Relocation Managers, who are interacting with assignees (end-users, customers) and clients (HR/International Mobility Managers or RMC Account Managers) from around the world. You will be responsible for growing the business in Germany.

About the company

With offices across Belgium, Germany, the UK, Switzerland, the Netherlands and Italy, 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.

What you will do

- ❑ Manage a team of Relocation Managers
- ❑ Develop and manage internal processes and trainings
- ❑ Build excellent relationships with Key Accounts and actively participate in business development activities
- ❑ Responsible for local Business Development activities to generate growth from local accounts
- ❑ Manage workload and escalations in the team
- ❑ Analyse Profit and Loss Statement and look for opportunities to increase revenue and reduce cost
- ❑ Build a solid network of third-party providers locally

What we expect

- ❑ A minimum of 5 years' management experience



- ❑ Excellent communication skills in English and German
- ❑ Experience working in the international relocation industry and knowledge of the immigration laws in Germany
- ❑ Expertise and solid experience in Key Account Management and Contract negotiations
- ❑ A proactive approach, positive attitude, cultural awareness, and the ability to make decisions independently
- ❑ The ability to drive and manage different project simultaneously

Application Process

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

We look forward to getting to know you.

Packimpex Ltd.
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