



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 and we are looking for an

Account Manager - UK Office

Your Mission

As an Account Manager you will work in an international context and be the first and primary operational point of contact for Relocation Management Companies that engage our relocation and destination services.

About Us

With 14 offices across Switzerland, the UK, Germany, Belgium, 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.

Place of Work

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

What you will do

- ❑ Develop strong relationship with key contacts with existing and new Relocation Management Companies (RMC)
- ❑ Be the first point of contact and handle all initiations received from RMCs in conjunction with local offices
- ❑ Act as subject matter expert on relocation programs and processes



- ❑ Develop, maintain and ensure company specific profiles in relation to corporate accounts are up to date and available for all managed relationships
- ❑ Train relocation managers and consultants on service scopes to ensure a consistent delivery across all offices
- ❑ Work closely with and respond to ad-hoc enquiries from colleagues and RMC accounts
- ❑ Manage reporting requests and undertake/oversee invoicing
- ❑ Act as the initial point of contact if any issues arise and ensure resolution in accordance with published escalation process
- ❑ Maintain an overview of accounts and the quality scores, helping to establish best practices by working closely with all stakeholders
- ❑ Represent the company at annual reviews and client meetings

What we expect

- ❑ A minimum of 1 years' experience in relocation and destination services provision
- ❑ Excellent communication and relationship building skills
- ❑ A proactive approach, positive attitude, and ability to make decisions independently
- ❑ A quick learner with the ability to cope with multiple simultaneous tasks in a changing environment
- ❑ Capable of managing and setting expectations
- ❑ Strong problem solving and ability to remain calm under pressure.

What we offer

We offer a future-orientated business, where we are constantly striving for new innovation and digitalisation. Our employees are encouraged to bring in new ideas to enhance existing service offerings or bring new services on board. All our new employees go through a structured induction and training program, followed by continuous personal development programs. This is an opportunity to join an international and multicultural team, who change lives, reinvent global mobility, and exceed customer expectations.

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 VP Key Account Management.

Packimpex Ltd.



Sybille Goss

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