



Move Coordinator (French Speaking) AGS Abu Dhabi

The essential goal that underpins everything we do: full customer satisfaction!

AGS is the leading French mobility group with an international presence.

A key player in local and international mobility services in all sectors (corporate, private, diplomats, civil servants, etc.), our strength lies in our expert knowledge of the market, our customer orientation, our global network, and our enthusiasm for international logistics.

In recent years, the AGS Group has expanded its range of service offerings to include a full range of relocation services and high quality physical and digital archiving solutions. All these activities open up exciting new prospects and markets to be developed for a promising future.

Due to our upward trending market presence and growth, AGS is constantly looking for candidates to join in building future success, as our biggest and greatest assets are the know-how and professionalism of our employees.

We are currently looking to recruit a talented **French Speaking Move Coordinator** who knows how to cultivate strong customer relationships for our site in Abu Dhabi.

POST DESCRIPTION

Reporting to the Team Leader/Account Manager, your responsibilities will include, without being limited to:

- Manage the end-to-end logistical process of inbound and outbound household goods services for our global clients, to ensure a smooth and problem-free relocations and removals process
- Be the primary point of contact for transferees throughout the move process, supporting customer and their families in a sensitive and efficient manner
- Coordinator move services door-to-door with agents and other AGS branches to ensure successful logistical coordination of each household goods move, in accordance with AGS and client procedures and standards
- Monitor shipment status, including accurate and timely updates of internal and external records
- Identify potential logistical and customer service challenges, reporting on them, recommending, and implementing actions to improve the process and the customer experience
- Maintain the expected level of profitability per file
- Complete financial and administrative tasks such as invoicing and reporting
- Maintain positive and constructive communication with customers, accounts, vendors, and other AGS branches, resolving disputes in a fair and calm manner
- Participate in team meetings and client briefings

CANDIDATE PROFILE

Previous experience of 1 – 2 years in the relocations industry. You display ownership of your responsibilities, being agile and reactive to the fast-paced and demanding needs of our global customer base. You are able to communicate with empathy and diplomacy, understanding the stressful nature of the moving customer. You are independent and self-motivated, being able to work without supervision. You know how to build trust and reputation of our company inside and outside. You are



tech savvy, and can use tech tools accurately to gain efficiency, and maintain an up-to-date database. You must be exceptional in, and at ease with, communicating in English and French (written and oral). You must be uncompromisingly dedicated to absolute client satisfaction, which will include working long and irregular hours.

WHAT'S ON OFFER?

Salary will be commensurate with the candidate's skills and experience. All statutory employment entitlements in Abu Dhabi will apply to this position. You will get to work in a super dynamic growing international company and interact with a global team.

Are you interested? Send us your application today with your up-to-date CV and motivation letter (including your salary expectation) to dubai@agsmovers.com. Please quote the title of the position in the subject line of your email.

General Recruitment Terms and Conditions

Although we appreciate all applications, we can only correspond with short listed candidates. Should you not have received feedback on your application within four weeks of applying, please consider your application unsuccessful. AGS reserves the right to withdraw any advertised vacancies at any time and at its own discretion, as well as the right to not make a placement. Unsolicited submissions from recruitment agents will not be considered. The interviewing and appointment process will take place in accordance with the AGS Group's policies and procedures and may involve several steps.

By submitting your application, you agree and consent to the processing, administration and archiving of your personal data contained in your CV and other application documents, in accordance with the relevant legislation (as may be amended) for the purposes of registration and recruitment of candidates.

AGS strongly promotes diversity in our workforce, and applications from all sectors of society are encouraged. However, as an inherent requirement of the position, the successful candidate must have the right to live and work in Abu Dhabi.