



Internship Role Description for Upward Mobility Scholar Applicants

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|---|---|-----------------------------------|-------------------------|
| Hosting Organization: | ONESOURCE RELOCATION A CRI SOLUTION | | |
| Role Title: | Relocation Associate | Number of roles available: | 1 |
| Available to (select any that may apply): | College students (2022/23 school year): Freshman <input type="checkbox"/> Sophomore <input type="checkbox"/> Junior <input type="checkbox"/> Senior <input checked="" type="checkbox"/> | | |
| Internship Work Address: | 33 Mansell Court Roswell, GA 30076 | | |
| Work location & office COVID protocols | All in person <input type="checkbox"/> All virtual <input type="checkbox"/> Flexible/hybrid <input checked="" type="checkbox"/> If not virtual, COVID vaccines required? <input type="checkbox"/> Masks required in the office? <input type="checkbox"/> | | |
| If COVID distance restrictions persist, will internship proceed this summer? | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | | |
| Mission of Program: | [PROGRAM NAME TBD] provides meaningful opportunities for students in the field of employee mobility while providing a rich pipeline of diverse talent for industry employers. | | |
| Anticipated Start Date: | June 1 st | Anticipated End: | August 19 th |
| Number of weeks: | 11 weeks, 3 days | Hours per day: | 40+ |
| Workday starts at: | Flexible | Workday ends at: | Flexible |
| Hiring Manager's Name/Title: | Michael Luca – Director of Client Services | | |
| Hiring Manager's Email: | mluca@onesourcerelocation.com | | |
| Host Org's website: | Corporate Relocation Services, Domestic and Global CRI (corprelo.com) | | |

Internship Summary:

Because we are in the people business, everything we do is driven by customer service. The Relocation Associate is the single point of coordination for relocating employees and corporate clients providing amazing customer service. The Relocation Associate is a customer service and client obsessed professional, adaptable in a fast pace environment.

Additionally, you may be required to participate in group project activities with other interns during work hours.

Essential Responsibilities of the Role:

List the duties and responsibilities

- Responsible for client policy review and administration with relocating employees
- Manages a caseload of home sale, home finding, temporary living, mortgage assistance, household goods, rental assistance, and expense processing
- Review resale contracts for home sale programs to ensure client policy compliance
- Review appraisals and inspections and broker market analysis as it relates to the home sale program
- Updates system with relocation details, ongoing status of relocation, referral fees and notes on each file
- Ensure data integrity and security with all documentation and system input and outputs

- Promote CRI services to transferees/assignees not authorized by client or client policy, for listings, home finding, mortgage, and HHG referrals
- Manage policy & programs according to financial plans/budgets
- Coordinate & prepare cost estimates/projections as requested
- Identify & escalate any service issues to manager

Knowledge and skills required:

- Experience in customer service or office environment
- Familiarity with various software tools including Microsoft Office
- Proficiency in communication both verbal and written (multi-lingual a plus)
- Impeccable follow-up
- Strong organizational skills
- Passion for customer service
- Ability to multi-task and keep calm in a fast-paced environment
- A great, open attitude to support our team, our client, and our transferees

What does success look like for the intern at the end of the summer:

Success will be measured both in terms of the intern's engagement and completion of a specific project or tasks. We want to be sure our interns integrate quickly into our company culture, environment and feel a sense of freedom to bring their own skill set and share it with the rest of our organization.

Training Program

Interns will have an onboarding and training process as well as a mentor/buddy throughout the duration of the program.

All Upward Mobility Interns will participate in group training for knowledge development in the Global Mobility industry. Training to occur over a series of virtual training sessions across intern program participants.

Prepared By:

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Date:

4/6/2022