



CAREERS

Interested Applicants should submit their resume to HR@metricanet.com

Position Title:

Regional Mobility Specialist

Location:

Arlington, VA

About Metrica:

Metrica Inc. is one of the small business leader in Global Mobility, Cybersecurity Modernization and International Logistics. Our core values include providing our clients with strong service, continuous improvement and quick response and giving our employees responsibility, trust and ownership of their positions.

Position Description:

The Regional Mobility Specialist (RMS) is tasked to ensure that employees of a large corporate client receive world class services from the global mobility company and its partners. The RMS is the main point of contact for assignee and the customer's HR mobility representative (CHR) during the transfer process for international assignments to the 26 locations within the Latin America and Caribbean region (LCR) and takes ownership throughout the entire process.

Education or Equivalent Training:

Bachelor degree or equivalent experience.

Minimum of 5 years' experience in an international environment, preferably within the field of international mobility or customer service

Experience Required:

- Focus on excellent customer service in each aspect of the transfer process;
- Manage the transfer by coordinating the required services according to the agreed process and the client's policy;
- Work in partnership together with the client's counterpart in every stage of the transfer process;
- Pro-actively inform Assignee/Customer HR on process, timelines, responsibilities and keep them updated on progress at all times;
- Promptly and properly answer calls/e-mails from Assignee/CHR and source information from the relevant stakeholders when needed, whilst keeping Assignee/CHR informed on your actions and timings;
- Identify exceptional situations and support exception requests by obtaining and providing information required by the CHR;
- Identify non-conformities in the process and undertake the necessary actions to resolve them.

- Discuss with the how to mitigate in future and ensure appropriate registration in NCR system including follow up actions taken to support continual improvement of the procedures;
- Resolve an escalation (low/medium risk) swiftly and satisfactory based on the advice/outcome of the escalation rev In case of high risk escalations, proactively & appropriately inform the management for immediate action, provide the necessary background information and source additional information upon request;
- Coordinate the communication and tasks of all relevant internal parties in the transfer process to deliver their service correctly and Actively seek updates from parties involved and ensure awareness of progress and latest status at all times;
- Keep complete and accurate files at all time and complete all tasks accurately, including on time billing; Prepare first time correct documentation and communication required as per process and applying data privacy principles;
- Manage the network suppliers involved according to agreed policy and procedures (both corporate offices & partner network) and report feedback on cooperation on a regular basis to management;
- Project member: participation and ownership in assigned project groups.

Company Benefits

Metrica offers an excellent starting salary and outstanding fringe benefits, including Medical, Dental, Tuition Assistance, and 401(k) Retirement Plan to name a few.

Metrica is an Equal Opportunity Employer, M/F/D/V