

**PARAGON GLOBAL RESOURCES, INC.  
MANAGER GLOBAL RELOCATION SERVICES**

<b>DATE</b> October 15, 2009	<b>POSITION TITLE</b> Manager Global Relocation Services	<b>POSITION LOCATION</b> Blanchardstown, Dublin, Ireland
<b>REPORTS TO</b> Managing Director, Global Assignment Services	<b>DESCRIPTION APPROVED BY</b> 1. President 2. EVP	<b>BONUS PLAN</b> Annual Bonus Plan
		<b>GRADE 55</b>

**SUMMARY OF POSITION DESCRIPTION**

<p><b><i>Brief description of the purpose of the position, including what the position is expected to accomplish.</i></b></p> <p>Management of clients' global relocation &amp; assignment programs to ensure high quality services are provided to clients &amp; their transferring employees. Functional responsibility for management of clients' global relocation &amp; assignment programs to ensure adherence to profit/loss control guidelines established within the global relocation &amp; assignment programs and that pre-established service levels are reached &amp; maintained. Also responsible for team management, performance reviews, and coaching &amp; counseling team members to ensure global objectives &amp; service levels are met. New client account set up and implementation.</p>
---

**SKILLS / KNOWLEDGE REQUIREMENTS**

<p><b>TYPE AND DEPTH OF KNOWLEDGE REQUIRED</b></p> <ul style="list-style-type: none"> <li>➤ Knowledge and experience with Global Relocation &amp; Assignment management.</li> <li>➤ At least 5 years of Global Relocation and/or Assignment Management experience.</li> <li>➤ ERC CRP, and GMS or related industry designation preferred or to be earned within 1 year of job acceptance.</li> <li>➤ Ability to deal with people with a differing backgrounds, languages &amp; cultures. Fluency in another language would be considered a strong asset for the position.</li> <li>➤ Strong working knowledge and/or become proficient with expatriate tax, compensation and benefits.</li> <li>➤ Ability to quickly establish credibility internally &amp; externally as a professional whose experience and knowledge can be depended upon to produce sound advice, and well documented decisions.</li> <li>➤ Personnel recruitment &amp; management skills to hire &amp; manage a team of exempt/non-exempt employees.</li> <li>➤ Strong human relations &amp; interpersonal skills to train, coach, counsel and motivate staff.</li> <li>➤ Develop/maintain working relationships with persons outside of direct control; including clients, suppliers &amp; associates. Includes superior ability to communicate - orally, in writing, in person and in presentations.</li> <li>➤ Able to work independently and make decisions with limited direct supervision.</li> <li>➤ Strong planning and time management skills.</li> <li>➤ Possess highly effective problem solving and strong analytical skills (must be able to anticipate client/assignee problems and to effectively respond to needs.)</li> <li>➤ Ability to manage job functions while maintaining clients and other Paragon relationships.</li> <li>➤ Communication skills to effectively provide instruction to clients, direct reports, suppliers, and partners on applicable global relocation benefits, policies &amp; procedures.</li> <li>➤ Successfully interface with all suppliers that are deemed necessary to the global assignment process.</li> <li>➤ Computer literacy is a must with proficient knowledge of Microsoft products &amp; become skilled with required in-house software applications.</li> <li>➤ College degree required or appropriate industry knowledge.</li> </ul>
--

## PRIMARY POSITION ACCOUNTABILITIES

**PLANNING:** Significant activities - items critical to successful performance (includes but not limited to)

### CLIENT SERVICES

**Client service and retention:** Provide Global Relocation and Assignment services to assignees that are within approved client and Paragon policies and procedures. Meet the needs of the clients and obtain and maintain established assignee service satisfaction levels.

**Cost Control:** Adhere to clients' contractual guidelines, policies and procedures established within the global relocation and assignment program including exception protocols.

**Client and Internal Relations:** Work with Account Managers/Directors and client designated contacts to ensure policy needs and eligibility criteria are met, providing regular feedback and recommendations for policy and procedural improvements.

**Client Reporting:** Participate and/or submit data relating to Global services for client business reviews and other client reports and evaluations.

**Supplier Selections:** Provide assistance with global supplier selection, training and tracking. Maintain business relationships with suppliers to ensure effective delivery of all global assignment services. This includes providing Business Alliances with information regarding on-going analysis of performance for each supplier, if requested.

### GLOBAL RELOCATION AND ASSIGNMENT SERVICES

**Employee relocation benefits administration and counseling:** Manage the implementation of various relocation and assignment programs and policies to ensure that assignees, their managers and other end-users understand the applicable policy, and the ramifications the policy has on an employee's relocation and assignment.

**Freight Forwarding, Destination Services, Visa and Immigration, international Compensation Services Language and Cultural Services:** Train, coach and motivate Consultants to market these services to transferring employees and obtain pre-established conversion ratios and service levels.

**If applicable, provide and/or manage other consulting services** including but not limited to: mortgage services, Homefinding closing services, International banking services and other global services.

**Maintain business relationships with other suppliers** to ensure effective delivery of services including real estate brokers/agents, freight forwarders, destination services companies, Visa and Immigration firms, data providers and destination and cultural training companies.

## MAINTAINING STATE-OF-THE-ART SKILLS AND KNOWLEDGE

- Pro-active caseload management.
- Constant review of Company or industry materials, periodicals, articles and procedures to ensure the latest methods/information is being implemented (on-going quality assurance).
- Obtain and/or maintain real estate license, CRP, GMS or other industry designations as required.
- Participate in industry trade groups/seminars/conventions, as requested.
- Participate in company sponsored or other required training sessions including client, employee & supplier training.
- Travel approximately 15% - 35% of the time.

