

## Share the Love! ♥ ♥ ♥

### Working Together By Job Sharing

Often our clients are moving from another city to Middle Tennessee or vice versa, and family members reach out to us to help get their **loved** ones and their treasures here safely and set up in their new homes. As professional members of the National Association of Senior Move Managers (NASMM), the Aging in Place (APS) team has had the opportunity to share the **love** (♥♥♥) and our job with other move managers. We wanted to share our experiences and some of our client responses with you to see how we made this a successful venture.

The first step — finding a **partner** (♥♥) is always the hardest, but taking advantage of the NASMM tools offered makes that easier. Using the membership directory to locate potential partners geographically and the internal member communication tool to narrow the field is just the beginning.



Pat from Chicago called us to ask if we could work together and unpack and setup for one of her clients. He was moving into a community that we knew well and we coordinated furniture plans and move plans. It all went smoothly and the client was happy with his **lovely** apartment.

Later we called Pat to help with our clients who were moving to Chicago. Our client complimented our company and the services we provided, and their daughters **loved** (♥♥♥) having someone on the other end to help their parents make it into their new home. They don't **love** the cold weather but are happy to be near family.

The second step — implementing an interview, either through email or telephone, can identify who is best suited. We create a list of specific tasks and questions that help identify experience, company information and relationships with particular communities or specific job requirements. APS is always first representing our client and our company, so we use the interview as a tool for identifying the best **partner** for the job.

On another job we interviewed several move managers in a specific area, and found the perfect **partner** for our clients moving to Richmond. Katie turned out to be such a **good match**, we knew that we wanted to partner again the next year on a larger move. A cold February move, we **loved** (♥♥♥) knowing Katie's company would pay attention to all the details that make our client's house a special home. They enjoyed getting to know our clients and we shared stories of the challenges of ice, snow and adventure. Katie is a special **partner** we will use again!

The third step — as **partners** we develop an outline of tasks and assign roles, methods of desired communication with the client or community, and sharing our company's methodology for completing the move. The most interesting part of job sharing experiences for our company has been learning processes that other managers use for planning and packing and coordination with movers or communities.

Mac was moving to North Carolina and the community recommended a designer to help with furniture planning and art installation. His **love** of precision and order, an engineer by trade, and his wonderful art and book collection made this an easy task. We felt comfortable knowing someone on the other end understood him, and cared about his new home.

We **love** working together and sharing our knowledge of the client, and our clients get the best in the business — from both sides of our **hearts!** (♥♥♥)

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