

Turkey Jobs Expertini®

Consumer Services Associate

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Company: JTI

Location: Istanbul

Category: other-general

We're JTI, Japan Tobacco International and **we believe in freedom**. We think that the possibilities are limitless when you're free to choose. In fact, we've spent the last 20 years innovating, creating new and better products for our **consumers to choose from**. It's how we've grown to be present in 130 countries.

But our business isn't just business. Our business is our people. Their talent. Their potential. We believe **when they're free** to be themselves, grow, travel and develop, **amazing things can happen for our business**.

That's why our employees, from around the world, choose to be a part of JTI **it is why 83% of employees feel happy working at JTI**. And why we've been awarded **Global Top Employer status, nine years running**.

So when you're ready to choose a career you'll love, in a company you'll love, feel free to #JoinTheIdea.

Learn more:

Consumer Services Associate

Position purpose:

You will be responsible for all consumer services by implementing and using necessary tools. You will also organize available data, track for periodic reporting and manage consumer feedback mechanism including all existing and potential new channels.

What will you do - Responsibilities:

Management of 6 different communication channels by monitoring feedback and reporting

Supporting feedback-handling and related reporting systems to ensure continuous

information flow amongst Brand Groups, Region Sales Offices, Factory Quality, Legal and other related functions

Prepare feedback/demands from feedback owners and provide related functions in advance to take preventive and regulatory measures

Ensure coordination and transfer of information in matters that require immediate action, such as all new products, regulations, relaunches or sharing all kinds of information to the consumer who has raised complaint and/or question

As a member of global QMS (Quality Management System), take an active role in the project to build QMS for the entire lifecycle of our products and all markets (from concept, specification, production, warehousing & distribution including consumer complaint)

Who are we looking for - Requirements:

University degree in Business Administration, Economics, Industrial Engineering and/or other similar sciences

2 years of relevant experience in FMCG marketing, CRM or quality assurance

Advanced level of written & spoken English

Advanced level of MS Office knowledge and database management

What are the next steps – Recruitment process:

Thank you very much for your interest in the role. You are welcome to apply.

We provide feedback to all candidates.

Talent Advisor based in JTI Global Business Service in Poland may call you with the phone code +48.

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