Turkey Jobs Expertini®

Customer Care Assistant Executive

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Company: Intertek

Location: Turkey

Category: other-general

Customer Care Assistant Executive

QUALIFICATIONS AND JOB DESCRIPTION

Working at Intertek means joining a global network of state-of-the-art facilities and passionate people who deliver superior customer service. Our entrepreneurial spirit is the key to bringing quality and safety to life, helping our customers power ahead. A career with Intertek means you will be applying your skills and expertise toward ensuring the quality and safety of products and services used by millions throughout the world. We are a leading provider of ATIC (Assurance, Testing, Inspection and Certification) Services with over 43,800 people across 1,000 locations in over 100 countries.

Our vision is to become the world's most trusted partner for Quality Assurance and we offer people the chance to make an impact with attractive growth opportunities on a global scale. We are looking for an **Customer Care Assistant Executive** for the Intertek Turkey office Customer Care team.

To be graduated from universities related to

Good level of English

Proficient in MS Office programs

Customer focused

Very good verbal and written communication

Attentive, dynamic, fast learner

With decision-making skills

Not related to military service (For male candidates)

To reside in the European Side of Istanbul

JOB DESCRIPTION

To ensure that customer test requests are made with the most up-to-date customer specification information

Ensuring that all sample definitions and details conform to customer specifications and ensuring that the relevant technical customer manual content is fully reflected in the operation

To forward all necessary information to the test laboratory groups on the relevant worksheet

Ensuring that reports are completed within the agreed service period based on service level agreements

Setting priorities for the preparation of the report

Preparing a report with a laboratory-specific software program according to the worksheets coming from the laboratory

Checking the test results

Supporting customers by phone and e-mail with a customer-oriented behavior

Demonstrate a positive and customer-focused presentation

Keeping accurate contact information for customers and agents

WHO ARE WE!

We are a global family that values diversity.

We always do the right thing. With precision, pace and passion.

We trust each other and have fun winning together.

We own and shape our future.

We create sustainable growth. For All.

Apply Now

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