

## Customer Care Executive (Textile Exchange)

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Company: Intertek

Location: Turkey

Category: other-general

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### 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 a **Customer Care Executive (Textile Exchange)** for the Job Supplier Management team in Intertek Turkey office.

Graduated from Textile related departments of universities (Preferably Textile Engineering)

At least 2 years of experience in the field

Experienced in the textile industry, familiar with textile production processes and business processes

Experienced in organic cotton and recycling certificates

Good command of MS Office programs

High work follow-up and sense of responsibility

High communication focus

Prone to teamwork

Planning and organizational skills

Very good command of English.

### **JOB DESCRIPTION**

Ensuring the coordination of the entire operation from the arrival of the request from the institutions to the completion of the audit and sending the report to the customer on behalf of the Textile Exchange formation (OCS, RCS, GRS, RWS) and GOTS audits, within the framework determined in the procedures

Informing companies about audits, conducting bidding and pricing processes

Responding to e-mails within 48 hours

Managing the control process of audit reports and ensuring that they are sent to the client on time

Ensuring that audit reports are uploaded to the relevant systems and Intertek database.

### **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.

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