

## Customer Care Executive

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Company: Intertek

Location: Turkey

Category: other-general

## Customer Care 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 and helping our customers succeed. A career with Intertek means you will be applying your skills and expertise to ensure the quality and safety of products and services used by millions worldwide. We are a leading provider of ATIC (Assurance, Testing, Inspection and Certification) Services with over 44,000 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 teammate with the following qualifications to be assigned as **Customer Care Executive** in the Supplier Management Department.

Graduated from related departments of universities

At least 2 years of experience in the field

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 socially appropriate audit processes carried out on behalf of international brands; the entire operation from the arrival of the request from the brand to the completion of the audit and sending the report to the customer, according to the deadlines set in the brands' procedures.

Informing the companies about the audit, conducting bidding and pricing processes

Responding to e-mails in 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 client system and Intertek database

Staying in contact with the customer group he/she represents and making the reports requested by the customer.

### **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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