

Customer Care Manager, Turkey

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Company: Boston Scientific

Location: Istanbul

Category: other-general

Additional Locations: N/A

Diversity - Innovation - Caring - Global Collaboration - Winning Spirit - High Performance

At Boston Scientific, we'll give you the opportunity to harness all that's within you by working in teams of diverse and high-performing employees, tackling some of the most important health industry challenges. With access to the latest tools, information and training, we'll help you in advancing your skills and career. Here, you'll be supported in progressing – whatever your ambitions.

Purpose Statement

The Customer Care Manager has a crucial role in delivering superior customer service to both external and internal customers by managing the Customer Care Team following order-to-cash processes.

Key Responsibilities

Team and Process Management:

Responsible for providing the daily management, direction and guidance of the Customer Care teams (Customer Service and Tenders&Quotation) to reply to customer needs

and ensure high levels of customer satisfaction;

Utilize data to effectively manage the teams, leveraging the expertise of the team members to meet the needs of our customers and ensure the team operates at maximum efficiency;

Optimize Order Management and automation processes throughout the order fulfilment journey in SAP in combination with technology platforms like optical character recognition, robotic process automation, ServiceCloud/SalesForce;

Monitor team performance against performance/ service indicators on an ongoing basis, initiating corrective actions, preparing reports, summaries, analyses and documentation on all aspects of the department's function;

Perform all personnel management activities for Customer Care team members including recruitment, training, performance appraisal, salary management and professional development in collaboration with other internal stakeholders

Coach team members on a disciplined and quality-focused customer care model;

Supports implementation of new technology platforms where applicable, i.e. SAP upgrades, telephony systems, etc.

Business Management – Internal

Responsible for developing strong working relationships within the organization across multiple functions, teams and geographies

To develop, enhance, communicate and ensure the maintenance of Customer Care policies and procedures as required by the company and local regulations ;

Build a collaborative partnership with Business Units / Divisions to ensure a constructive and productive customer services/field sales communications

order and back-order management;

successful tenders and quotations management and operations,

deals management and pricing

developing and recommending solutions to customer requests for special products or non-standard deliveries,

developing and maintaining established customer accounts,

making regular contact (including visits) with customers,

identifying sales enhancement opportunities

implementing any service improvement programs

identifying and implementing any automation programs

Works in partnership with Business Units / Divisions in the control of Contracts Management (sales, consignment, capital equipment contracts)

Works in partnership with Business Units / Divisions in the control of Field Inventory Management (consignment and capital equipment management);

Prepares and publishes operations performance reports (pen orders, consignment, inventory availability, etc)

Develop and maintain business plans and budgets, including the control of expenses to ensure department objectives are met within budget.

Business Management – External:

Adjusts team strategies and initiatives to suit evolving customer requirements and opportunities for improvement;

Demonstrates awareness of broad industry trends and their impact on local/regional sales activities;

Identifies and develops working relationships with the economic buyer in their regions key accounts;

Effectively presents and communicates core strategies and performance in the wider business;

Conducts customer reviews and leads problem resolution for customers with complex issues ;

Exhibits strong inter-personal skills in front of the customer;

Maintains the skills and knowledge to promote the entire product line to all applicable buying influences and can differentiate each product line to the customer.

Quality

As the interface between Customers and Sales Representative, has direct responsibility to facilitate, share documents and processes to identify, notify and ensure any complaints or issues are addressed, thereby demonstrating high commitment to Quality in all interactions and behaviors - act as needed to support and facilitate any field corrective action related to their scope;

Ensures awareness and compliance with applicable standard operating procedures to meet, comply and champion all quality and regulatory commitments of Boston Scientific.

Requisition ID:581950

As a leader in medical science for more than 40 years, we are committed to solving the challenges that matter most – united by a deep caring for human life. Our mission to advance science for life is about transforming lives through innovative medical solutions that improve patient lives, create value for our customers, and support our employees and the communities in which we operate. Now more than ever, we have a responsibility to apply those values to everything we do – as a global business and as a global corporate citizen.

So, choosing a career with Boston Scientific (NYSE: BSX) isn't just business, it's personal. And

if you're a natural problem-solver with the imagination, determination, and spirit to make a meaningful difference to people worldwide, we encourage you to apply and look forward to connecting with you!

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