Turkey Jobs Expertini®

Customer Care Representative

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Company: Habasit

Location: Turkey

Category: other-general

KEY RESPONSIBILITIES:

Proactively promote, retain, and grow sales across a dedicated portfolio of existing and potential small and medium customers within assigned Industry Segment(s)

Research sales opportunities and document qualified leads in our IT systems

Provide high-quality customer service during product/service inquiries, order quotation/processing, and complaint resolution

Make outbound calls to existing and potential customers and follow up on quotes and leads

Collaborate cross-functionally to ensure fast responsiveness to customer requests

Leverage all available systems (Email, Phone, MS Office, CRM, ERP, etc.) as a key sales development tool to capture, track and manage customer relationships, commercial activities, and problem resolution

Maintain knowledge of internal products, services, and updates and stay informed about competing products and services

COMPETENCIES/SPECIFIC EXPERIENCE OR TRAINING PREFERRED

To perform this job successfully, an individual must be able to perform each essential duty

satisfactorily. The requirements/preferences listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Required - Bachelor's degree in Business Administration, International Trade, Marketing, or Related Fields

Required – Minimum 2 years' experience in customer service, sales, and/or marketing

Required - Excellent verbal and written communication skills

Required - Proficiency in English both written and verbal.

Required – Hans-on attitude, customer insight

Preferred – Competency with MS Word, Excel, PowerPoint, CRM, ERP, and/or SAP.

Preferred – Prioritization, organization, and time management skills

Preferred – Knowledge of industry segments (textile, food, etc.)

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