

Turkey Jobs Expertini®

Customer Service Specialist

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Company: Essity

Location: İstanbul

Category: other-general

Customer Service Specialist

We are looking for a Customer Service Specialist who will be responsible for providing timely, accurate and effective administrative support to the Commercial Organization.

The position is based in Kartal, İstanbul and working on a hybrid pattern which will be 3 days in the office and 2 days flexibility to work from home.

What You Will Do

Process sales and invoices so that customer orders are dispatched, invoiced, and paid accurately and on time in relevant system according to defined process and standards. (order to billing)

Review prices on orders to assure that commercial policy is accomplished.

Mainly answer **local** customers enquiries on product availability, delivery times, and the status of orders so that enquiries are dealt with promptly and accurately (after sales), and partly support CIS customers.

Communicate with staff from other areas in the organization, such as production, warehouse, transport, custom or distribution, to confirm the status of orders and resolve customer complaints.

Enter data into databases or other computerized systems to maintain up-to-date customer records; to track the status of orders, deliveries or activities and/or generate sales reports and statistics.

Who You Are

At least 3 years of experience in the same or similar position

SAP experience preferred.

Being able to communicate in **English** (verbal as well as in written) is a must.

Turkish language as mother tongue is a must.

University degree, preferably in Business Administration or Economy.

Experience/ knowledge of logistics is a plus.

Microsoft office experience, proficient user of Excel.

Ability to analyze, interpret and report data.

High level of interpersonal communication skills

Able to interact with a wide range of stakeholders both internal and external

Ability to work on own initiative

High level of customer focus both internal and external

Import knowledge is an advantage.

Time management

Team player

What We Can Offer You

At Essity, we believe everyone's learning and professional development is unique and want to empower employees to reach their full potential in a winning culture motivated by a powerful purpose.

Collaborative and Inclusive Culture | Empowering & Engaged Leaders | Working with Powerful Purpose & Sustainable Impact | Learning and Growing in your Career | Supporting Well-being & Sustainable Working Life | Life-changing Innovations | Competitive Total rewards

Together, we are improving lives, every day.

Working at Essity is not just a career; it is a chance to directly make the world a healthier, more hygienic and safer place. With impactful innovations coupled with sustainable solutions,

we strive to reach more people every year with the necessary and essential solutions for well-being.

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