

# Turkey Jobs Expertini®

## Customer Service Specialist

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Company: H.B. Fuller

Location: Maltepe

Category: other-general

H.B. Fuller is a leading global adhesives provider focusing on perfecting adhesives, sealants and other specialty chemicals across all industries throughout the world. While our products are virtually invisible, they play a vital role in ensuring the quality of modern life and we are committed to connecting what matters to solve some of the world's biggest adhesion challenges.

Processing of Customer orders from creation to invoicing, including customer negotiations; resolving credit blocks, stock issues, & invoice disputes.

Professional handling of all Customer interaction and coordination of final customer response.

Liaise regularly with other functions such as Finance, Logistics, SC, & Sales, to ensure OTIF delivery to our customers.

Professional handling of all customer enquiries.

Control of consignment stocks, where appropriate.

Completion of customer portals, where appropriate.

Support continuous improvement initiatives.

Timely recording of customer complaints in SAP or Prism

Back up for team members when absent, and ensure phone permanence in the department.

Provide pro-active information to customer: order status, shutdowns etc.

SAP or Prism administration: update customer master, CoA, invoice query resolutions etc.

Customer Focus

Seeks to understand and include customer requirements in all operational plans and activities.

Ensures effective follow up, responsiveness and feedback to ensure customer requirements are being met.

Ensures customer and community service standards are taken into account in all operational activities

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