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Customer Service Specialist

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Company: IMCD

Location: Turkey

Category: other-general

Customer Service Specialist

IMCD is a leading global distributor and formulator of specialty chemicals and ingredients. An entrepreneurial group founded IMCD in 1995 in the Netherlands. Our vision to transform the distribution industry by continuously adding value to the supply chain through expertise and innovation, is what still drives us today.

Today, we have operations in over 50 countries, where we successfully combine local knowledge with global expertise to obtain sustainable results. IMCD is a strong, innovative business partner and accelerator of solutions for suppliers and producers of consumer, industrial and durable goods in diverse business sectors. Our commercial excellence and solid operations structure facilitate healthy growth.

For our location in Türkiye – Istanbul (Ataşehir), we are looking for an experienced and skilled “Customer Service Specialist” who will be assisting sales activities.

If you want to make a real difference and work for a growing and expertise-driven company, then we'd love to hear from you.

Main Responsibilities

- Efficiently and accurately enter customer orders into the sales software system.

- Communicate effectively with customers regarding order status, ensuring they have the most current information available.
- Address customer inquiries, resolving issues or redirecting them to the appropriate department if necessary.
- Collaborate with the sales team to ensure seamless order processing and delivery.
- Maintain and update customer accounts with accurate information and interactions.
- Provide exceptional customer service while upholding company policies and values.
- Assist in identifying and implementing process improvements to enhance customer satisfaction and efficiency.

Profile Requirements

- Bachelor's degree in related fields.
- Minimum of 2 years' experience in a Customer Service Representative role, preferably within the chemical industry.
- Having good English language skills (written, spoken, and understanding)
- Proficiency in using sales software and CRM systems for order entry and customer information management.
- Excellent communication skills, both written and verbal, with a strong ability to engage and interact with customers professionally.

If you see yourself meeting the above criteria, we'd be thrilled to have you on our team!

We're eagerly awaiting your applications.

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