

Turkey Jobs Expertini®

Customer Services Management Director (Getirfinance Fintech)

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Company: Gorillas

Location: İstanbul

Category: other-general

Hi there!

Getir is the pioneer of ultra-fast delivery. By bringing together great technology with a unique operational model, we were the first to introduce the concept of groceries being delivered to your door in minutes. Technology continues to be at the heart of our business as we expand across the globe.

We're looking for a Customer Services Management Director who will help set the direction, vision for GetirFinance.

What Youll Be Doing?

Leading with journey mapping and working closely with Business, Product, Operations and Customer Services teams to create a better customer experience

Defines and manages satisfaction measurements (CSAT, NPS)

Managing relevant project, development and troubleshooting activities in coordination with internal and external teams

Generating insight/predictions that will contribute to internal departments/units in their business processes

Preparation of budgets and reporting of all relevant processes

Publishing and ensuring the publication of periodic CRM and Customer Services reports

Analyzing customer data through customer journeys, identifying problem points and creating necessary actions for improvement

Following customer complaint trends and analyzing them for necessary action plans

Monitor and analyze Customer Service KPIs, identify improvement areas

Collaborate with cross-functional teams, including operations, sales, finance, distributor responsables to streamline processes

Develop and maintain customer service policies and procedures, ensuring compliance with industry standards and regulatory requirements

Drive a customer-centric culture across the organization, emphasizing the importance of service level

What Youll Bring?

At least 10 years of customer service, customer experience design, process design and product development in technology-driven companies,

Worked in a company related to e-commerce, banking or fintech sector,

Advanced knowledge of improving customer experience processes including analyzing data

Proficient in using Microsoft Office and Google Office tools

Have strong communication and negotiation skills

Ability to take responsibility and proactively seek improvement opportunities and solutions

Have teamwork and strong communication skills

You as a Getirian

You are a good person first, everything else is secondary. You are a champion of growth, and actively strive to be the best version of you, for yourself and your team. You value diversity, and embrace ideas over hierarchy. You aren't afraid to learn and re-learn at Getir speed. You are an initiator, in charge of your own story and your legacy.

Benefits

Once-in-a-career opportunity to make an impact in one of the fastest-growing mobile-commerce businesses in the world.

Take charge of your own career growth with us through professional development opportunities! We really mean it when we say that upward and sideways mobility are some of our favorite terms.

Working in a diverse and dynamic environment with our international team of thousands of Getirians across the globe.

Health insurance (family included)

Meal card

Competitive salary

We are a diversity and equal opportunity employer.

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