

Turkey Jobs Expertini®

Customer Services Manager

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Company: Gorillas

Location: İstanbul

Category: other-general

Were Getir, the pioneers of super fast delivery. Our founding idea: Groceries in minutes, delivered to your door through our app. Now offering more delivery models across different locations, our goals are made possible by our one-of-a-kind business model with our unique technology at its core.

We know that our global ambitions can only be accomplished with exceptional people, and that is where you come in. Our rapidly growing environment is the perfect opportunity to take initiative and create your legacy.

What You'll 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 and order 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

Develop and implement customer services strategies driven by overall company objectives

Supervise and lead customer service team. Provide guidance, support, and training

What You'll Bring?

At least 8 years of customer experience in a similar role

Graduated from relevant departments of universities

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 yourself, for you 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.

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