

Turkey Jobs Expertini®

Customer Services System Executive

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Company: Vodafone

Location: Istanbul

Category: other-general

Description

Your dream job does exist.

Discover it at Vodafone!

We are looking for a **Customer Services System Executive / Remote**.

First things first: Our Brand.

Our Spirit, Our Way.

Here are the key behaviours that help us bring our Spirit and Purpose to life:

- Earn customer loyalty: Small things do matter.
- Experiment, learn fast: Just take the chance.
- Create the future: That's possible.
- Get it done, together: It's up to each of us to make it happen.

Here, everyone can feel free to be themselves and express their ideas.

We are proud to have the most flexible #hybrid way of working in Turkey.

Together with your team, you can decide which days to come to the office depending on your work requirements.

Another favorite: Meeting-free afternoons! Every Friday, arrival of the noon means we can

start to take it easy: spend time working on our personal development or catching up with our team. We call this #CumaKafası (Friday mood :)).

And yes we are Agile! The world is constantly changing. And we cannot afford not to! Our journey began by simplifying our organizational model and transforming into a more agile structure that now we use extensively, especially in our development processes.

Why is this role really critical to us?

It is expected that all system developments related to the Livechat channel will be mediated. At the same time, it is aimed to make comparisons of new technologies on a local and group basis and to find the most ideal solutions.

How will you spend your time at Vodafone?

- Analyze areas for improvement for agent and agent tools development.
- Provide feed back and ensures improvement of agent information sharing systems.
- Increase the agent efficiency by defining system improvements
- Search for new technologies for agent development
- Set up meetings with the operations on a regular basis to gain input.
- Sectoral research towards (automatization) processes to define which one works the best for Vodafone
- Ensuring the realization of quarterly and annual targets with our business partner, other stakeholders we work with
- Managing the annual budget allocated for the Livechat channel system development

You are just the person we've been looking for, if you have:

- Analytical thinking
- Strong people and team communication and coordination skills
- Strong follow up skills and ability to work under pressure and challenging targets
- Works effectively in changing environment
- Excellent presentation skills (both powerpoint preparation and presentation to management)
- Ability to analyze data and use related tools (Excel, Business Objects)
- Customer focused
- Ability to take personal accountability and ownership for key decisions and initiatives
- Competence in working with the customer and service-oriented

Get to know us

If you want to know more about us and what we do, then visit our website:

Instagram:

Youtube:

This role has a #Hybrid working model

Wait for it: Our benefits!

We like to keep them flexible:

- Vflexy: Flexible Benefits Program
- Hybrid working kit
- Ergonomic kit allowance
- Digital meal voucher
- Flexible transportation allowance.
- Employee assistance hotline & counselling
- Comprehensive and flexible private health insurance
- Discounted price deals for wide range of products & services

Plus, plenty more to enjoy!

#LI-Hybrid

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