

Turkey Jobs Expertini®

Dutch Speaking Customer Engagement / Mobility Consultant with English

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Company: Conduent Business Services

Location: Turkey

Category: other-general

Job Description:

Are you looking for a job where you can grow and a company that values your experience and effort every day, then we are a match!

Be a part of our new project which is a world-famous automotive brand specialized in electric vehicles and EV mobility.

Conduent now offers an average net salary of 29,000 TL per month, excl. Sodexo, based on 40 hours/week, with an attractive benefit package such as a private health insurance.

For these roles it is essential that you speak both **Dutch and English** .

Customer Engagement Specialist

Mobility Consultant

Social Media Customer Support

You have the option to work **100% remotely** , on our fantastic location in Istanbul or a combination of both.

What we offer you:

A **fulltime** contract (40h/w).

The training will be approximately 2 weeks, from Monday till Friday from 9.00 AM till 5.15 PM.

On top of that we offer: Sodexo, internet fee, private health insurance, referral program that will allow you to earn extra bonus.

From your first day you'll have access to development programs and world-class training opportunities for your personal requirement to develop yourself.

You have the option to work 100% Home Office, on our fantastic location in Istanbul or a combination of both.

Employees are invited to our Istanbul office 1-2 days in 3 months for customer visits. Travelling expenses for these visits are covered by our company.

Work hours:

You'll work flexible shifts.

What is important in your job:

Assesses calls to provide service immediately, be transferred, or require follow-up for client resolution.

Identifies customer needs by referring to case notes and examining each as a specific case.

Performs routine call center activities concerning business products and services.

Uses standard scripts and established guidelines and under supervision, to meet SLAs.

Provides customers with information that is specialized and communicated in a warm empathetic manner.

Gathers all necessary information to update the database.

Escalates issues to senior levels, based on complaints or concerns.

Explains company policies to customers.

Performs other duties as assigned.

Complies with all policies and standards.

We are looking for candidates with:

Willingness to interact with clients, provide them with excellent customer experience resulting in a long-term business relationship.

Understanding of the importance of accuracy and quality in customer interactions.

Both Dutch (C2/C1) and English (B2) language is a requirement and the recruitment process will include language proficiency assessment.

For the training you will need to be available up to 3 weeks; from Monday to Friday between 9.00 AM and 5.15 PM (Dutch time zone).

After training period working hours are flexible: based on shifts between 09.00 and 21.00 (Dutch time zone), from Monday to Sunday and be open to work outside normal hours between 21:00-09:00 for Road Side Assistance.

Target orientation and at least 1 year work experience in sales is a plus.

And did you know this about Conduent?

This year we were certified as a Most Loved Workplace®. The certification cites respect, collaboration, and a positive vision (and a few others) as key drivers of the culture at Conduent.

Our employees choose to build their careers at Conduent:

More than 25% of our associates have been with us for 5 years or more.

Through our management development programs about 70% of our Team Leader positions have been filled from our own associate talent pool.

Surveys show that 75% of our associates agree with this; “I belong at Conduent”.

We'll welcome you into our team!

Apply now!

Beware of Scammers!

Conduent exclusively collaborates with renowned job search platforms in Turkey, namely Kariyer.net and Indeed. Our online presence is confined to our official Instagram and Facebook pages under the name Conduent Turkey. Thus, any job listings originating from platforms like isinolsun or işin olsun job board lack legitimacy. We emphasize that notices bearing the Conduent name on these platforms or resulting from referrals are not affiliated with our company.

It is important to clarify that both the posted job notices and individuals reached out to in connection with these postings have no association with Conduent Turkey. Additionally, we urge caution regarding any requests for payments from individuals who have been contacted through the aforementioned job postings.

Closing:

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