

Turkey Jobs Expertini®

Express Commercial Specialist

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Company: MINDFREE Consulting | Insurance Talent Hub

Location: İstanbul

Category: other-general

Our client is a global distribution company that offers Express Deliveries, eCommerce Solutions, 3PL Warehousing & eCommerce Fulfillment, and Freight & Logistics Services.

We are looking for a Full-Time Express Commercial Specialist Coordinator to join their team in Turkiye.

Job Responsibilities:

Oversee daily express orders and import/export shipping reports from clients.

Manage client requests and concerns, ensuring prompt and effective responses.

Supervise clearance operations and coordinate with customs brokers to resolve issues.

Lead customer service and operations departments to achieve objectives.

Coordinate with accounting for customs duty settlements and oversee billing files.

Address client claims and implement corrective actions to maintain service quality.

Establish standard operating procedures for local operations processes.

Monitor and log shipping orders accurately into the system.

Manage warehouse clients and their insurance coverage.

Collaborate with IT for necessary developments to meet market requirements.

Ensure compliance with company policies and directives.

Collaborate with Sales Director to increase sales and negotiate contracts.

Coach and manage teams to improve performance and deliver exceptional customer service.

Analyze performance data and report against quality and productivity standards.

Job Requirements:

Bachelors degree in business administration, sales, or relevant field.

5 to 8 years of experience in Customer Service, Sales, or Operations within the Express industry.

Proficiency in both verbal and written English.

In-depth knowledge of market dynamics and competitors.

Proficiency in MS Office Word, Excel, and Outlook.

Eligibility to work in Turkey.

If you think you are the right person for this job opportunity, please send us your CV!

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