

Food Laboratory Customer Care Executive

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Company: Intertek

Location: Turkey

Category: other-general

Customer Care Executive

QUALIFICATIONS AND JOB DESCRIPTION

Working at Intertek means joining a global network of state-of-the-art facilities and passionate people who deliver superior customer service. Our entrepreneurial spirit is the key to bringing quality and safety to life, helping our customers power ahead. A career with Intertek means you will be applying your skills and expertise toward ensuring the quality and safety of products and services used by millions throughout the world. We are a leading provider of ATIC (Assurance, Testing, Inspection and Certification) Services with over 43,800 people across 1,000 locations in over 100 countries.

Our vision is to become the world's most trusted partner for Quality Assurance and we offer people the chance to make an impact with attractive growth opportunities on a global scale.

We are looking for a **Customer Care Executive** for Intertek Turkey office Food Laboratory team.

Graduated from Chemistry, Chemical Engineering, Food Engineering departments of universities

At least 2 years of experience in food laboratory customer relations, sales or food contact sector

Knowledge in the field of food contact

Mastering the Turkish Food Codex

Good command of MS Office programs

Able to manage heavy e-mail and phone traffic

Strong human relations and communication

Strong sense of work follow-up and responsibility

Prone to teamwork and team spirit

Planning and organizational skills

Good command of English

Not related to military service, (For male candidates)

Residing on the European side of Istanbul.

JOB DESCRIPTION

Within Food Laboratory Customer Service;

To discuss the test requests of its own customers; to make negotiations regarding annual analysis plans

Ensuring that the sample reaches the laboratory, analysis details, transmission of reports to the customer, customer complaints, etc. ensure the execution of the entire operation

Will be able to deliver science-driven customer experience.

WHO ARE WE!

We are a global family that values diversity.

We always do the right thing. With precision, pace and passion.

We trust each other and have fun winning together.

We own and shape our future.

We create sustainable growth. For All.

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