

Global Technical Client Care Specialist

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Company: Lloyds Register

Location: İstanbul

Category: other-general

Lloyd's Register

Location: İstanbul, Türkiye

What we're looking for

As a member of the Global Technical Client Care unit, we are seeking individuals who can play a role in delivering continuous support to our clients by resolving their technical inquiries and cases at any time of the day, all while adhering to agreed-upon performance targets.

What we offer you

Competitive Salary

The opportunity to work for an organization that has a strong sense of purpose, is values driven and helps colleagues to develop professionally and personally through our range of people development programmes.

The role

Manage the complete lifecycle of technical queries and cases in alignment with the processes established by the GTCC unit. This typically encompasses monitoring the GTCC mailbox, triaging, assigning, resolving, and communicating with both the client and internal stakeholders.

Utilize relevant technical expertise to perform intricate assessments and offer specialized guidance to clients. This involves effectively considering various alternatives to arrive at solutions that blend compliance with a keen sense of commercial awareness and alignment with client expectations.

Take ownership of surpassing the defined service level agreements (SLAs) and Key Performance Indicators (KPIs).

Continuously enhance and broaden knowledge through training and practical experience, encompassing both technical and commercial/market aspects.

Communicate in a straightforward, client-centric manner, both internally and externally.

Foster the development of an LR culture with the client at the core.

Undertake any assigned monitoring activities within the GTCC unit as per the relevant processes.

Provide recommendations grounded in internal and external client feedback to enhance service delivery and contribute to business growth.

Contribute to the management of internal and external clients, including relevant visits and engagement in activities aligned with knowledge and PPP/PDP discussions. This may involve delivering internal and external training and presenting within the industry.

Act as a mentor and coach to other technical staff, facilitating effective knowledge transfer and its practical application.

What you bring

Possess a degree in an engineering-related field from a recognized university, or qualifications from a marine or nautical institution, alongside relevant sea-going experience as a certified ship's officer.

Proven experience commensurate with the role and directly related with or originating from Flag Authorities, or Classification departments of Classification Societies, or Classification departments of Ship owning companies or Third Party Managers.

Demonstrate a track record of providing technical support to maritime clients or engaging in field survey and classification activities.

Exhibit proficiency in computer usage.

Have an excellent command of the English and Turkish languages, both in written and oral communication, utilizing relevant professional terminology.

Communicate in an organized manner and can convey ideas in a clear and straightforward fashion.

Has the ability to establish effective communication across various organizational levels, whether internally or externally.

Possesses a strong drive for achieving results, with a focus on solution-oriented thinking, and readily assumes accountability and ownership for meeting customer requirements.

Can effectively self-manage and prioritize tasks in pursuit of set goals.

Demonstrates initiative and proactiveness, with the flexibility to adapt your approach when circumstances require.

Exhibits sound planning and process management skills, including scoping the length and complexity of tasks, establishing objectives and goals, and breaking down work into manageable process steps.

Maintains perseverance in the face of challenges.

Displays a team-oriented mindset, particularly in a multicultural environment, and is capable of working both independently and collaboratively with colleagues, whether in person or across the globe.

Holds a strong customer-centric approach and is committed to delivering exceptional customer service.

About us

We are a leading international technical professional service provider and a leader in classification, compliance, and consultancy services to the marine and offshore industry, a

trusted advisor to our customers helping to design, construct and operate their assets to the highest levels of safety and performance. We are shaping the industry's future through the development of novel and innovative technology for the next generation of assets, while continuing to deliver solutions for our customers every day.

Be a part of

Lloyd's Register is wholly owned by the Lloyd's Register Foundation, a politically and financially independent global charity that aims to engineer a safer world through promoting safety and education. For a thriving ocean economy, Lloyd's Register colleagues and Lloyd's Register Foundation work together to fund research, foster industry collaboration and develop action-oriented solutions to make the world a safer place.

Want to apply

We hire people with a wide variety of skills, experience, and backgrounds. This includes people with disability, women, people identifying as LGBTIQIA+, culturally and linguistically diverse people, careers, and other varied groups.

We are committed to making all stages of our recruitment process accessible to all candidates.

Please let us know if you need any assistance or reasonable adjustments throughout your application and we will do everything we possibly can to support you.

If you don't tick every box in these ads, please don't rule yourself out. We focus on hiring people who share our goal of working together for a safer, sustainable, thriving ocean economy.

We care, we share, we do the right thing.

If you have further questions about this role, please contact us and we will respond to you as soon as possible.

Diversity and Inclusion at Lloyd's Register:

Together we are one Lloyd's Register, committed to developing an inclusive and safe workplace that embraces and celebrates diversity. We strive to ensure that all applicants to LR experience equality of opportunity and fair treatment, because we believe it is the right thing to do. We hope you do too.

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The Lloyd's Register Group comprises charities and non-charitable companies, with the latter supporting the charities in their main goal of enhancing the safety of life and property, at sea, on land and in the air - for the benefit of the public and the environment. [Group entities](#)).

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