

Turkey Jobs Expertini®

Order Desk - Field Service

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Company: GEA

Location: İzmir

Category: other-general

Responsibilities / Tasks

To prepare Workshop and Technical Service offers and ensure order tracking.

Conducting technical checks of spare part requests from customers via CRM and SAP and preparing offers.

Keeping track of orders. Ensuring systematic packaging of the parts to be delivered (stock issue belongs to the warehouse unit), informing accounting about the shipment request.

To ensure that Technical Service field services are confirmed with customers, created systematic records and invoiced.

Confirming with the supply chain department and customers for order deliveries.

Working in coordination with the Service Sales Support Manager regarding the monitoring and analysis of the Service Department sales budget and costs.

To ensure coordination in the preparation of Service Sales and Support Department reports, and to support the Service Sales Support Manager in preparing the reports.

To ensure confirmation with the Finance Department.

To prepare and follow up tenders and contracts in Service Department Sales. Preparing cost calculations and sales reports.

To support the Service Sales and Support Manager in workshop, technical service and

single-project service sales offers and to follow up on technical, financial and administrative matters both within the company and with GEA companies.

To support the Service Sales Manager in cost calculations in Technical Service Services and Workshop repair processes and to follow up CRM / SAP records.

Providing customer periodic maintenance follow-up, checking and informing customers in writing before maintenance.

To keep customer satisfaction with the services provided at the highest level and to ensure the flow of information to the relevant units.

Your Profile / Qualifications

Educational Status: University graduate, preferably in Engineering or Business Administration

Having 5 years of experience.

Good command of oral & written English.

Knowledge of Computer Software and Programs

Using Office programs at a very good level.

Knowledge of SAP and CRM

Basic knowledge of budget and reporting, cost calculation and commercial and legal knowledge

Aptitude for teamwork

To make decisions and take initiative within the scope of knowledge, experience and authority.

Time Management

Being planned, organized and careful in one's work.

To adapt to changing conditions

Communication skills and business partners management Being open to innovations and new ideas regarding your profession

Customer focus

Analytical and Strategic competence

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