

Turkey Jobs Expertini®

Seal QRC Customer Service Representative

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Company: Flowserve

Location: Turkey

Category: other-general

About us

Flowserve is a world-leading manufacturer and aftermarket service provider of comprehensive flow control systems. Driven by our Purpose, we are committed to building a more sustainable future to make the world better for everyone. With more than 16,000 employees in more than 50 countries, we combine our global reach with local presence. We support more than 10,000 customers worldwide, creating products to meet the needs of our customers who are supplying energy, fresh water, pharmaceuticals and other essentials to consumers, businesses and governments globally.

Join a company where the people challenge themselves to approach each situation with ingenuity and creativity to help provide our customers with the most innovative flow control products and services. You will be part of a team known for its industry-leading talent, unparalleled portfolio, and unmatched commitment to customer success. Flowserve's culture promotes recognition and rewards creativity, hard work, and commitment. We invite you to put your talents and career in motion at Flowserve.

Role Summary

The primary objectives of the Seal Customer Service Representatives are to drive market leading response and customer service, achieve orders booked targets and meet income objectives established for the assigned QRC.

This position maintains an on-going business relationship with selected customers and daily interactions with shop and scheduling personnel in order to meet on-time delivery commitments to customer.

Your Role

Communicate with internal and external customers to provide updates on order status and expedite requests.

Schedule with suppliers, including delivery date check, reconciliation and information.

Play major role in assuring that customer quotes & orders are processed and shipped on time and per specification.

Provides pricing, availability, schedule information, and technical assistance.

Drive seal QRC performance metrics for safety, quality, OTP, and the required QRC KPI's.

Active participation in the daily accountability meetings.

Your Profile

BS or BA Degree on Technical or Commercial

Minimum 2 years of experience in a similar position.

Excellent written and verbal communications skills in English.

Knowledge about Mechanical seals is preferable.

Advanced PC skills and knowledge of local business systems.

Customer focus and good teamwork skills.

SAP experience is most preferable.

What we offer

Stable work in a perspective international company.

Family health insurance

Meal allowance

Annual leave 25 days

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