

## Service Delivery Team Leader

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Company: Hapag-Lloyd AG

Location: Izmir

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## Service Delivery Team Leader

Full Time

Izmir, Turkey

Hybrid

With Professional Experience

4/16/24

### Ready for a New Challenge? We're Hiring!

Our dedicated team around the world ensure a seamless service for all our customers, including worldwide door-to-door transportation solutions. Local expertise and commitment are our core values and enable us to support our customers, anytime anywhere.

To be part of our dynamic and passionate world, we are looking for a Service Delivery Team Leader who will be working in our Izmir office.

### Minimum Qualifications

Bachelor's degree in related fields.

Resident in Turkiye.

Min. 2 years of experience in a leadership role.

Verbal written and communication in English.

Expertise and familiarity with business tools like MS Excel, Qlikview.

Familiarity with Power BI will be a plus.

Knowledge of additional skills like R and Python will be an added advantage.

Ability to comprehend data and provide meaningful business insights.

Committed with a positive attitude.

Flexibility on working hours and days depending on the business need.

## **Essential Functions**

Reporting to Service Delivery Manager in Izmir.

Good knowledge of the shipping and logistics domain.

Prepare and analyze reports regarding to process dashboards and team performance.

Own and drive continuous improvement within the process through actively

identifying such

opportunities through Quality initiatives.

Communicate with counterparts in the Area and seek regular feedback on team's performance.

Delivery of service level components, quality, and productivity targets as per QEM and other agreed strategic initiatives.

Develop and implement action plans to achieve desired performance levels.

Take an active role in suggesting solutions to management.

Mit einer Flotte von 258 modernen Containerschiffen und einer Gesamttransportkapazität von 1,9 Millionen TEU ist Hapag-Lloyd eine der weltweit führenden Linienreedereien. Das

Unternehmen ist mit rund 14.000 Mitarbeitenden an Standorten in 135 Ländern mit knapp 400 Büros präsent. Hapag-Lloyd verfügt über einen Containerbestand von 2,9 Millionen TEU – inklusive einer der größten und modernsten Kühlcontainerflotten. Weltweit 115 Liniendienste sorgen für schnelle und zuverlässige Verbindungen zwischen mehr als 600 Häfen auf allen Kontinenten. Hapag-Lloyd gehört in den Fahrtgebieten Transatlantik, Mittlerer Osten, Lateinamerika sowie Intra-Amerika zu den führenden Anbietern.

### Contact person

Aycan Gurleyen

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