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Service Delivery Team Leader

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Company: Hapag-Lloyd Location: İzmir Category: other-general

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**Global Capability Center 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.

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