

# Turkey Jobs Expertini®

## Specialist, Customer Care ANH EMEA

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Company: DSM

Location: İstanbul

Category: other-general

**Job title** – Customer Care Specialist, ANH, EMEA

**Location** – İstanbul, Türkiye

**Job Model** – Hybrid

Join our team and become an integral part of our Customer Care EMEA Team, where you'll provide essential support and gradually take on greater responsibilities. As a valued member of our company, you'll experience a culture that embraces sustainability, encourages personal growth, fosters inclusivity, and prioritizes the well-being of every employee.

At dsm-firmenich, being a force for good is not optional. Diversity, Equity & Inclusion is a shared responsibility woven into our daily work to not only benefit our People, Customers & Communities but also drive business value. Equal access to opportunities is a given, belonging is a shared feeling, authenticity is celebrated.

### **Your key responsibilities**

Ensure efficient and timely handling of the Order to Cash process in close collaboration with our Distribution Center/Forwarding agent and planning department.

Check and monitor credit limits in close collaboration with the account management and Finance.

Adhere to segregation of duties and SHE guidelines.

Process deliveries by allocating manually or automatically batches for each industry subject to customers' specific requirements

Surveillance of return orders within the customer complaint process, replacement of goods, and all documentation/certificates related to the orders, i.e. orders confirmation, invoices, credit notes

Working in close cooperation with Supply Chain, Premix Production and Customer Service to minimize hurdles and assure the best possible service to the customers

Process and surveillance of Customer Complaint, identify potential problem and source of solution and where appropriate escalate to CCS Management to avoid reoccurrence.

Surveillance of return orders within the customer complaint process, replacement of goods, all documentation/certificates related to the orders, i.e. orders confirmation, invoices, credit notes

### **We bring**

- A space to grow by encouraging and supporting curiosity and an open mindset;
- A culture that prioritizes safety and well-being, both physically and mentally;
- The opportunity to work for a company where sustainability is much more than a claim and is core to our strategy and purpose;
- A flexible work environment that empowers people to take accountability for their work and own the outcome;
- A firm belief that working together with our customers is the key to achieving great things;
- An eagerness to be one team and learn from each other to bring progress to life and create a better future;

### **You Bring**

Bachelor's degree preferred; equivalent experience in related areas (Marketing, Sales, Customer Service) considered in lieu of degree.

Strong knowledge of Microsoft application (Outlook, Word, Excel, PowerPoint) and Internet portals.

Required knowledge in any ERP system. Experience in SAP sales and distribution modules

Practical experience required and attention to detail needed in Customer Service and transportation activities

Accurate, reliable, solution-oriented and customer friendly communication style

A self-starter and team player with ability to work under pressure with tight deadlines & minimum supervision in a flexible and open-minded manner.

Strong interpersonal & problem-solving skills and able to work effectively under multi-cultural environment.

Confidence in your ability to communicate with others in a clear, concise, and precise manner fluently in English.

### **The application process**

Interested in this position? Please apply on-line by uploading your resume in English via our career portal.

### **About dsm-firmenich**

dsm-firmenich is fully dedicated to inclusion because when people feel engaged and empowered, their creativity and innovation drives unprecedented progress. We aim to build a workplace where opportunity really is equal, so everyone can thrive. We do not discriminate: (here,) there's a place for everyone with us.

dsm-firmenich is an Equal Opportunity and Affirmative Action Employer. Our people are as diverse as our customers. For us that includes a commitment to ensuring equal employment opportunities for all job applicants and employees. Employment decisions are based upon job-related reasons regardless of an applicant's race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, marital status, genetic information, protected veteran status, or any other status protected by law.

We are committed to providing reasonable support for disabled applicants in our recruiting process. Should you need assistance, and are comfortable to share this, please let us know.

As innovators in nutrition, health, and beauty, dsm-firmenich reinvents, manufactures, and combines vital nutrients, flavors, and fragrances for the world's growing population to thrive.

With our comprehensive range of solutions, with natural and renewable ingredients and renowned science and technology capabilities, we work to create what is essential for life, desirable for consumers, and more sustainable for the planet. dsm-firmenich is a Swiss-Dutch company, listed on the Euronext Amsterdam, with operations in almost 60 countries and revenues of more than €12 billion. With a diverse, worldwide team of nearly 30,000 employees, we bring progress to life™ every day, everywhere, for billions of people.

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