

Turkey Jobs Expertini®

UABOS Turkey LN: Customer Service Specialist

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Company: KBR

Location: Sarıçam

Category: other-general

Title:

UABOS Turkey LN: Customer Service Specialist

Program Summary

KBR will help sustain the well-being of U.S. armed forces at Morón Air Base in Spain, as well as Incirlik Air Base, Izmir Air Station, Office of Defense Cooperation –Turkey and the Ankara Support Facility also in Turkey. The company will keep these bases and facilities operating smoothly so deployed Air Force and government personnel can execute their missions without distraction.

KBR's work will include program management; civil engineering; morale, welfare and recreation support; postal operations; and safety, occupational health, industrial hygiene and ambulance services. It will also provide logistics support, such as vehicle management, fuel operations and air terminal services. KBR received this contract – which has a five-year base period and three one-year options—from the Air Force Installation Contracting Center.

Job Summary

Perform duties as Service Call and Customer Service Specialist, Scheduler, In Service Work Plan (IWP) Programmer and Shop Controller. Receives, logs, track and input incoming service calls, work requests (AFF-332), labor and other pertinent data received via telephone or by walk-in customers into the TRIRIGA/NexGen IT and MAXIMO.

Roles and Responsibilities

Provide customer status and updates on work requests, work orders, direct scheduled work (DSW), and other pertinent information related to Civil Engineering activities. Input, track,

and maintain status of Civil Engineering work.

As a Service Call Specialist when the situation dictates, implement appropriate actions, i.e. emergency, urgency as required to mitigate the circumstance. Also, implement emergency recall rosters and employee call backs when directed or situation requires.

Maintain an accurate shift event log in English. Supervise and direct the DIN (Do-It-Now) Mechanic activities.

Maintain close coordination with DIN Mechanic, controller/schedulers, AN supervisors/manager, material control, and program development on all procedures and actions required in processing daily service calls and other work requirement.

Work uncommon/flexible duty hours (shifts weekends and holidays).

Performs other related work as directed.

Basic Qualifications

Turkish Citizenship Required (no exceptions)

Minimum High school education.

Must be capable of understanding, speaking, reading, and writing English Language accurately, Level 3

Must have completed an advanced course in computer application.

Individual must be a Self-Starter and motivated with an aspiration to be a leader/supervisor.

Fulfilled Turkish Military obligation.

Capable of obtaining a Turkish security clearance

Preferred Qualifications

Minimum three years Customer Service experience.

Recording accurate information in English received via telephone or verbally. Also, disseminate information received accurately as required both written and verbally.

Must be capable of attending and passing Production Control proficiency courses taught in

English.

Must be highly skilled in computer application.

KBR Benefits

KBR offers a selection of competitive lifestyle benefits which could include 401K plan with company match, medical, dental, vision, life insurance, AD&D, flexible spending account, disability, paid time off, or flexible work schedule. We support career advancement through professional training and development.

Local Nationals receive benefits in accordance with the Collective Labor Agreement (CLA).

Inclusion and Diversity at KBR

At KBR, we are passionate about our people, sustainability, and our Zero Harm culture.

These inform all that we do and are at the heart of our commitment to, and ongoing journey toward being a more inclusive and diverse company. That commitment is central to our team of team's philosophy and fosters an environment of real collaboration across cultures and locations. Our individual differences and perspectives bring enhanced value to our teams and help us develop solutions for the most challenging problems. We understand that by embracing those differences and working together, we are more innovative, more resilient.

KBR is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, disability, sex, sexual orientation, gender identity or expression, age, national origin, veteran status, genetic information, union status and/or beliefs, or any other characteristic protected by federal, state, or local law.

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