

Business	Function/Department	Position Title & Location
CHEP	Customer Service	Operations Coordinator Customer Service & Istanbul
Band	Reports to and Location	
1	Team Lead, Customer Service Operations - Istanbul	
Number of Reports	Total	Direct
	-	-
Position Purpose	<ul style="list-style-type: none"> <li>As the first point of contact for incoming calls regarding customer enquiries and complaints, the role involves owning and resolving the queries as quickly and effectively as possible. Deal with in depth and complex issues in a competent and professional manner.</li> </ul>	
Major/Key Accountabilities	<ul style="list-style-type: none"> <li>Professional and courteous answering of all incoming calls.</li> <li>Prompt and efficient follow-up of customer queries &amp; service requests. Liaise efficiently with Field Sales and Customer Service teams.</li> <li>Ensure the investigation and resolution of customer enquires with minimal delay. Where there is a delay of more than 48 hours the customer is to be communicated with at all times</li> <li>React positively to problems identified and undertake root-cause analysis</li> <li>Take preventive action to ensure customer satisfaction maximised</li> <li>Maintain regular contact with field teams and provide analytical data and support on specific account queries</li> <li>Continuous communication with Participating Distributors regarding stock and declarations through Portfolio+</li> <li>Work in line with other functions.(i.e. Logistics regarding deliveries to customers)</li> <li>Record and track Customer complaints regarding quality issues</li> <li>All correspondence must be in a professional and businesslike manner.</li> <li>Correspondence with the customer should always maintain a standard that reflects clarity of understanding.</li> <li>Import data from various sources of CHEP software systems (SAP, BW, Siebel) to resolve credit equipment balances or issues on customer accounts to improve revenue</li> <li>Educate customers about terminology, features and benefits of products i.e. Portfolio in order to improve customer satisfaction</li> </ul>	
Measures	<ul style="list-style-type: none"> <li>Abandoned call rate</li> <li>Accuracy of query resolutions</li> <li>Customer service &amp; satisfaction</li> <li>Account query reduction</li> <li>Reduced Service request &amp; query resolution time</li> </ul>	
Scope	<ul style="list-style-type: none"> <li>The role serves over 100 customers in Turkey.</li> <li>CS team includes: 1 team leader , 4 Customer Service Operations Coordinator</li> </ul>	
Authority/ Decision Making	<ul style="list-style-type: none"> <li>Financial and transactional approvals as per global authorisation matrix</li> </ul>	
Challenges	<ul style="list-style-type: none"> <li>Working on multiple queries at the same time via phone, email or service request</li> <li>Working with deadlines</li> <li>The ability to remain focused when facing time consuming and difficult investigations</li> <li>Managing conflicting internal demands</li> <li>Negotiating outcomes upon findings of investigations and queries with the customer that have a positive effect for both CHEP and the customer.</li> </ul>	

	Internal	External																																																																						
<b>Key contacts</b>	<ul style="list-style-type: none"> <li>Customer Service</li> <li>Sales</li> <li>Retail Operations</li> <li>Logistics</li> <li>Finance</li> </ul>	<ul style="list-style-type: none"> <li>External customer</li> </ul>																																																																						
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>BA/BS Degree required</li> <li>English is must</li> </ul>																																																																							
<b>Experience</b>	<ul style="list-style-type: none"> <li>1-3 years sales &amp; customer service in a service company where analysis and attention to detail was a key success factor</li> <li>Business data analysis and account reconciliation</li> <li>Having worked in a Customer Service Team environment that solely focuses on investigating and analysing data to resolve issues.</li> <li>Direct customer liaising</li> </ul>																																																																							
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>Excellent analytical skills and detail oriented</li> <li>Able to effectively handle and manage a high degree of multiple tasks</li> <li>Creative problem solver</li> <li>Team player with the ability to work on own initiative and autonomously</li> <li>Strong sense of customer satisfaction</li> <li>Time management skills</li> <li>Advanced Excel</li> <li>Excellent telephone manner</li> <li>Self-motivated, results driven, have negotiation skills</li> <li>Ability to think out of box</li> </ul>																																																																							
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