

Customer Service Assistant

PNO Finland

PNO is the Nordic's largest trailer rental company. We are a family-owned company established in 1975 with our head office in Copenhagen and branches in Germany, Finland, Norway, Sweden, Denmark, Holland, and Poland.

Our purpose is to lead the transition to sustainable freight, and we strongly believe that PNO can be a key driver of change in the logistics industry. We are growing rapidly, entering 1-2 new markets a year and taking more market share in existing countries. To best serve our customers in the Finish market, we are expanding our scope and looking for an experienced candidate to support us on our growth journey.

About the job

You will work closely with the local team as well as the teams in the other PNO territories. You will be in daily dialogue with the other offices. To be successful in this role, you will have to work in a structured manner to ensure timely and professional deliveries to internal and external requests from the various teams. The overall goal is to contribute to the work covering divestment sales, inside sales, and operational tasks to achieve long-term success for PNO in Finland.

Tasks

You will work to maintain and build the sales pipeline for divestment serving existing customers and cold calling to reach new customers. You will handle incoming sales requests by telephone and e-mail and contact existing and new clients. You will do an active search for potential customers. You will support the operational team in various administrative tasks and monitor the fleet (trailers) we receive. In this role, you enjoy handling different tasks, contacting customers, and keeping track of things.

Divestment tasks:

- Be an elementary member of the divestment team in Denmark
- Participate in the planning of divestment activities in close cooperation with the local FI team and divestment team
- Deliver material needed for divestment activities (specs, photos, trailer reports, reg, documents, etc.)
- Plan and organize logistics around divestment deliveries (domestic + export)

- Run sales dialog and deals with domestic divestment network + open new channels

Inside sales tasks:

- Be a member of the FI Sales Team
- Support rental sales team in various areas
- Handle Short Term rental requests from new customer prospects
- Contact proactively existing and passive customers
- Participate in rental fleet planning with the operational team

Operational support tasks:

- Platform handling (Invoicing, work orders)
- Registration & Transport
- Work orders for M&R Service, Damages, etc., Damage handling
- Trailer support (OEM handling, Finding workshops, M&R handling, insurance handling, handling breakdown service, etc.)

At PNO, we are looking for smart people who are curious at heart and always looking for new ways of doing things. In a nutshell, we are a human-centered organization looking for team players who bring their honest selves to work every day.

Skills & experiences

- A high degree of self-motivation & ownership to execute tasks
- Excellent communication and interpersonal skills
- The ability to multitask and prioritize
- Great problem-solving skills in relation to customer and/or supplier issues
- Independent but a team player
- Responsible and dedicated to the tasks and the team
- Experience in practical using the Office package (in particular Outlook and Excel)
- Know Swedish and English at a level that allows effective business communication

Background

- Sales and operational experience is required
- Industry experience is desired
- Higher education

Benefits

- Competitive salary and meaningful work
- Flat and dynamic organization
- Ongoing career development

How to apply

Send your formal application and resume to Ibrahim Ces, Recruitment Coordinator, at ibrahim@pnorental.com. We encourage you to view our [videos](#) before submitting your application. We are reviewing applications as they come until we find a match.

PNO is committed to providing employees with a work environment free of discrimination. We are committed to working with people of every race, color, age, religion, sex, sexual orientation, gender identity/expression, national origin, status as an individual with a disability.