

CUSTOMER SERVICE AGENT

PNO is the Nordic's largest trailer rental company established in 1975. Our head office is in Copenhagen with local offices in Sweden, Germany, Finland, Denmark and Holland. Our purpose is to **lead the transition to sustainable freight**, and we believe PNO can be a key driver of change in the logistics industry. We are a **B Corp-certified** company, committed to putting people and the planet first.

YOUR IMPACT

For our Swedish office, we are looking for a **Customer Service Agent** to strengthen our customer experience and operational excellence. You'll be responsible for handling rental inquiries, supporting our teams and customers with day-to-day coordination tasks by providing high-quality service.

Your responsibilities include:

- Perform **customer service and administrative tasks**, ensuring accuracy and efficiency in all processes.
- Handle **rental inquiries** from customers of all sizes.
- Manage and update data in our systems to maintain smooth daily operations.
- Collaborate with **workshops, commercial teams, and customers** to coordinate agreements and service delivery.
- Monitor and work towards achieving **customer service KPIs**.
- Represent PNO's values in every interaction, bringing forward a mindset of professionalism and customer service excellence.
- Contribute to improving internal processes and the overall customer journey.

YOUR EXPERIENCE

- Several years of customer service experience, ideally from a fast-paced or operational environment.
- Experience working with customer service KPIs.
- Strong administrative and computer skills (Excel, CRM tools, etc.).
- Proficient in English and Swedish.
- Experience in a service organization or with customer service ticket tools (e.g. Intercom, Freshdesk, HubSpot, ServiceNow) is a plus.

WHO YOU ARE

- Confident and self-assured – able to push back constructively, manage difficult conversations with customers and internal stakeholders, and stand firm on commitments and deadlines.
- Strong sense of responsibility, structure, and prioritization – comfortable juggling multiple priorities in a dynamic environment.
- Strong collaborator and communicator who enjoys knowledge sharing across teams.
- Service-minded and customer-focused, with a proactive, can-do mindset.
- Positive attitude, curiosity, and good humour.

WE INVEST IN YOUR SUCCESS

- A flat and dynamic organizational culture.
- An organization with a dynamic team of smart and thoughtful individuals.
- A team-first culture with high ambition and low ego.
- Regular coaching from experienced leaders.

To learn more about our recruitment process and how to prepare for interviews at PNO, visit our careers page: <https://pnorental.com/application-process>

HOW TO APPLY

Send your application and resume to our Recruitment Coordinator, Ibrahim Ces, at ibrahim@pnorental.com. Applications are reviewed continuously until we find the right match.

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.

Any questions for the positions please reach out to:

Recruitment Coordinator ibrahim@pnorental.com

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