

Job Title: Trainee, Customer Support

Kalmar keeps global trade moving. Our innovative solutions contribute to every fourth container movement in the world and help transform the future of cargo handling. We believe in collaboration, delivering on our promises and that people make the difference.

Do you want to make your next move count? With us, you can.

Kalmar is on the lookout for dynamic individual to join our team as a Trainee, Customer Support.

This is your chance to embark on a journey of learning, growth, and making a real impact.

Our team's responsibility is us to be the first point of contact to our Frontlines, filtering, coordinating and resolving their requests. We aim to solve as many requests as we can within Customer support team, while also being the voice of our End Customer within central.

Main tasks and responsibilities

As a Trainee, your main focus will be to take end-to-end Salesforce case ownership, handling inquiries and solving cases in close collaboration with other central colleagues and Frontlines. The Customer Support Trainee will be closely working with the Frontline units, Supply Chain, Product Management and Sourcing. You will also work with the following systems:

- SAP, SalesForce, Sovelia, Navetti and Google programs.

What you'll need to succeed

Education

- Commercial, Logistics or Technical - orientation.

Experience

- Meritorious with system skills, but personality and attitude overriding.

Competencies

- Personality: Service minded, customer centric and proactive in communication towards the country organization (organize, lead, create follow ups and memos): a "can-do attitude"
- Analytical and independent
- Fluent in English
- Able to deal with challenging internal customers, and challenging conversations with high exposure to the FLU (perseverance and focus on finding the best solutions for the customer)
- Global mindset, excellent communication skills and through various platforms email, phone, SF,
- hangouts.

You will be part of

We believe in our people as it is our people who really make the difference. We always work in close collaboration with our customers, deliver on our promises and never walk away no matter how big the challenge. We succeed because we do it together.

With us, you will have the opportunity to realise your potential and become an important member of our global team.

The traineeship is active during the summer, providing opportunities to connect with fellow trainees through various activities and events.

Being a trainee in Customer Support team means you will be an important asset to drive our everyday tasks but also be able to contribute in strategic cross functional actions. Excellent thesis opportunities.

Interested to join?

If you are excited about this opportunity, please submit your application with your CV by 10.3.2024 at the latest!

We are reviewing the applications continuously and will fill the position when we find a suitable candidate.

Kalmar is part of Cargotec

Kalmar is the global leader in sustainable cargo handling for ports, terminals, distribution centres and heavy industry. With our extensive electric portfolio and global service network, we help our customers move towards safer, more eco-efficient and productive operations. Together, we develop innovative solutions that shape the future of our industry, improving our customers' every move.

www.kalmarglobal.com

Kalmar is part of Cargotec. Cargotec's (Nasdaq Helsinki: CGCBV) sales in 2022 totalled approximately EUR 4 billion and it employs around 11,500 people. www.cargotec.com