



## THIELMANN JOBS

**THIELMANN - The Container Company** is the world's leading provider of stainless steel container solutions. Our international team consists of more than 1000 people, spread across 6 countries and is growing steadily. We provide container solutions for every need and industry – from the high volume production of beverage kegs, to complex bespoke solutions for intermodal tank systems.

Here at THIELMANN we are working on a number of exciting new global change projects. Amongst these, we are streamlining the Global Sales team to fully service our product lines and better serve our customers worldwide.

## **CUSTOMER SERVICE AND LOGISTICS REPRESENTATIVE (Part-Time)**

Based in: Paris area (Ile de France)

Reporting to: Product Line Director – Rental and Leasing

Contract: 12 Month Fixed Term-CDD (with possible extension to a permanent contract)

### **THE ROLE:**

As part of the newly implemented Sales structure, we have created a dedicated Sales division focused on providing our clients with a comprehensive range of solutions which cover our entire container range. From rent-to-buy to leasing, maintenance, repairs, certifications, and even financing solutions, here at THIELMANN we want to take the hard work out of managing your container fleet.

As such, the Rental and Leasing team is looking for a dedicated Customer Service and Logistics Representative to provide support to customer related queries. With the support of your internal THIELMANN network, you will be on hand to provide support around contracts, operational/logistics, technical and financial matters.

The role will also oversee all operational and logistical tasks related to all Renting and Leasing products.

### **YOUR RESPONSIBILITIES AS CUSTOMER SERVICE:**

Provide follow-up and administrative management of customer service, including:

- Continual support and interaction with Customers, & Suppliers
- Continual support and interaction with Product Line Director, Area Sales managers and Regional Sales Director
- Coordinate Purchase Orders suppliers (internal THIELMANN or external partners).
- Write down commercial offer to be provided to sales managers
- Collect the necessary documentation. Coordinate / Document the Purchase Orders
- Update and Monitor Contract data/commercial conditions
- Upon customer's request, Organise delivery of the containers to customer's premises (with freight forwarders)
- Follow up the delivery of the containers, recharge damages, missing parts, etc
- Track & save All movements IN/OUT for services (Periodical Maintenance, cleaning, Repair, Modifications)
- Submit work instructions to maintenance depots & Cleaning facilities
- Follow-up of processing times in workshops (in close collaboration with internal/external workshops)
- Reminders to obtain quotations from suppliers and customer agreements in order to optimize the stay in workshops
- Sending on quarterly basis test listing & customized tables if necessary (adjust as much as possible the programming taking into account the client's activity)
- Ensure the supply of spare parts, to our customers (via our dedicated TEAM in Hausach or Granada) Upon Customer's request



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### YOUR RESPONSIBILITIES AS LOGISTICS REPRESENTATIVE:

- Follow up inventory stock, numbers, types, locations, on monthly basis with all partners (internal/external)
- Track and process any unpaid or late payments (with support of accounting department), specific billing conditions,
- During the off hire process / return, check conditions of the containers, recharge damages, missing spare part
- Management of claims / dispute resolution (in close cooperation with the sales representative, & Product Line Director)

### YOUR PROFILE:

- Experience in After-sales services or Sales Support.
- Experience in Rental & Leasing, or Logistics would be advantageous
- Organisation and Time Management
- Autonomy and responsiveness: priority management
- Great interpersonal and communication skills: be able to create and maintain links with customers to build loyalty, good relationship with suppliers in order to satisfy our customers in the best conditions,
- Negotiation: quote processing and cost negotiation with customers and suppliers (excluding transactions annually negotiated by Product Line Manager)
- MS tool (Outlook, Word, Excel, Powerpoint, Sharepoint, OneDrive)
- Languages: Fluent English. Additional European language would be strongly advised (Spanish or German)

### WHATS IN OFFER FOR YOU...

The opportunity to working in a truly global, fast growing company that dares to dream big. You will be involved in a number of exciting transformational projects and interact with the Senior Management team on a regular basis. You will get the chance to grow, developer your career – and most importantly – have FUN!