

Volvo Parts Customer Solutions (VPCS) is a contact centre, offering round-the-clock assistance with emergency breakdown services for Truck, Bus and Pentausers all over Europe and the USA. VPCS provides its customers also with technical advice. The call-outs are attended to in the customer's native language and within the shortest time limits. At present we are looking for a

Junior Breakdown Coordinator - Nordic Team



JOB DESCRIPTION:

- You register calls and problems in a logging system
- You follow-up the breakdowns and keep the driver, customer, home dealer informed about his case
- You negotiate acceptable solutions for logistic & technical problems

JOB QUALIFICATIONS:

- Being fluent in the following language-combinations:
 - Swedish and Finnish
 - Other languages are an asset.
- Good knowledge of English is required
- Basic skills in MS Office applications
- Customer-oriented with good communicative skills
- Technical knowledge of trucks and busses is an asset.
- Willing to work in a shift system

Interested? Please forward your application to HR Service Centre, Recruitment & Selection, Smalleheerweg 31, 9041 Oostakker or send your application to recruitment.be@volvo.com.

