



Job Description

Operations Executive

12 Month Graduate Internship

The Company

PIN IoT is an award-winning technology start-up based in Liverpool. Established in 2018 by an experienced team, PIN has developed a unique solution that leverages cutting edge wireless and sensor technology to deliver a digital transformation of the Waste industry.

The waste container is central to the industry's ability to operate. Without it, waste doesn't get collected, processed or recycled. Yet fleets of these essential assets are under poor control. Waste operators lack visibility of how many containers they have, where exactly they are, how they move, how long they have been on site with customers or how many are required to service demand. The unfortunate result is large scale cost inefficiency that also impacts revenue and the ability to serve customers.

The PIN solution transitions the industry to a digital view of operations, transforming overall performance and control.

<https://www.pin-iot.com/explainer-video>

The company is a first mover in a market set for huge growth and has secured substantial investor funding along with a number of long term customer contracts.

The Role

To help fuel the next phase of growth the company is seeking to recruit two Operations Executives, initially on 12 month internship contracts. Successful candidates will gain a breadth of experience and be given early responsibility in a dynamic, fast paced technology business set to transform the performance of the waste industry. Full training will be provided along with the opportunity to impress and secure a longer-term career within the Company.

Specific responsibilities are as follows:

Project Planning and Delivery

- Liaising with customers to obtain the necessary information to facilitate efficient project delivery
- Development of operational delivery plans for new customers
- Entering and reconciling base data on to our software platform
- Working on customer site as part of the operations team to deliver projects
- Communicating as part of an integrated team as necessary to ensure alignment

Customer Management

- Become the primary Account Manager for selected customers
- Monitoring customer data to ensure accuracy and overall solution performance
- Working closely with customers to identify data insights, produce bespoke reports and ensure customers are supported to enable them to action the insights from the platform
- Supporting the take on of new customer projects – data reconciliation, software configuration, data integrity and reporting accuracy

Business Improvement

- Participating in business improvement projects to improve internal productivity and process
- Participating in product, new feature and user experience testing in line with the product development roadmap

The Person

Whilst a degree of relevant experience is helpful, we are primarily seeking to engage with recent graduates who can demonstrate:

- Intellect
- Hands on practical skills
- Good communication skills, both written and verbal
- The ability to thrive in a dynamic, fast-paced environment
- Comfortable working both independently and as part of a team
- Strong work ethic and drive to be successful
- Passion for delivering outstanding customer service
- Ability to engage with technology and become an expert in the use of our software

The roles will officially be based from our Liverpool office, with some home working required and travel to customer locations across the UK. Candidates will therefore need a full, clean driving license.