

LOGSTOR presents Marianne Bjerregaard - Customer Service DK & UK

Please tell us a few words on how long have you worked for LOGSTOR and describe your position

I have been employed since May 2015, so soon I have been a LOGSTOR employee for 4 years (wow time flies!!)

I work as an order- and project co-ordinator in Customer Service for DK and UK customers with both daily order handling and internal project management tasks on some large and/or complex projects.

What do you value most at LOGSTOR?

First of all I really value working with my colleagues, without them the job might not be as appealing ☺ - so having good, dedicated colleagues, who are willing to share knowledge and also being that kind of colleague myself is important to me. I value the possibility to grow in my job, both taking on new tasks and responsibilities and learning new skills as well as growing as a person.

I also find that a natural curiosity and need to understand the why's and the how's when new strategies are set is welcomed – and I find it reassuring that it is actually OK to ask the necessary questions, so we can get our mind-set ready to live up to what is expected of us.

I thrive in the international atmosphere of LOGSTOR and try to connect to colleagues abroad when we get a chance to do so.

What have you learned here?

Well - I have learned a lot about District Heating ☺. I like the idea of contributing to environmental improvements for all of us, since environmental issues are of personal interest to me. Besides learning new tools and procedures, I have learned that it is OK to take an initiative/take action if you experience something that does not seem to be correct; asking questions and taking responsibility is appreciated.

At the same time, we also work in a highly demanding environment where stress levels rise during seasons; here I have learned that it is OK to reach out to your colleagues/manager/HR department for help, you are not left to yourself and your own challenges.

What is LOGSTOR doing to make you successful at work?

The LOGSTOR organization is an ever-changing organism; new departments pop up and others are closed down. This is necessary but it is sometimes a challenge to be in this atmosphere, if you really like to do your business as usual. On the other hand it opens doors for the individual employee, if you have dreams of trying new work positions, take part in internal projects or would like to manage a team. Taking these career wishes seriously is part of making the individual employee successful.

For me it is mostly a matter of LOGSTOR being a company that takes training seriously, i.e. product training or IT tools being provided – taking part of this makes me better at doing my job when recommending solutions to customers, when using SAP or MS Excel to share project progress to my customers, etc. Since I have started doing mere project management, I have also requested more training in this area, this is in progress and I expect it to make me more successful in this field of my job.



EMPLOYER BRANDING

What is the most meaningful part of your work?

When challenges are met and we deliver to customer satisfaction. It also makes me glad and perhaps even better at my job when customers (or managers) take the time to appreciate a job well done – or at least acknowledge the effort it took to get it done 😊.

When my team or I meet a deadline that has taken a lot of dedication and we can do a high-five!

When having the possibility to “dive” into a challenging task that requires your complete attention though it means that my colleagues will have to take extra phone calls on that account; I will of course do the same for them. After learning new skills – and you are actually on top of things and a task gets much easier once you have it on your backbone.

When do you have most fun at work?

Fun at work, hmmm.... I thing more of happiness at work actually. This is when I find job satisfaction/purpose of being a small part of a large organization, when I know that I – in my corner of this large machine - make a difference for LOGSTOR and the customer. This is when I know the purpose of my job and when I have an influence on my day at work.

I also enjoy with we are on top of things – enough to relax a bit, make some jokes and have fun 5 minutes away from the desk, this can sometimes be what breaks a rising stress level, so never underestimate the value of a good laugh even on busy days.

In our department, we also have small social gatherings outside our work; this is of great value to our team spirit and well-being when we are at work.