

# Join Us!

## Customer Service Manager

**Location:**  
**Hadsund or Roskilde**  
**Denmark**

*Start date: To be agreed*

*Employment Type: Full-time*

Noratel is a global manufacturer of power magnetics, delivering high-quality, custom-engineered solutions to customers around the world. As part of our continued growth strategy, we are currently seeking an experienced and service-oriented **Customer Service Manager** to join our team in either **Hadsund or Roskilde, Denmark**.

This role is critical to ensuring operational excellence and customer satisfaction across our supply chain and sales support processes.

### Key Responsibilities

- » Coordinate and manage order registration and delivery monitoring to ensure timely execution
- » Provide effective customer service support, including issue resolution and claims handling
- » Oversee logistics processes and follow-up on project-based customer orders
- » Maintain and improve customer service policies, systems, and procedures
- » Ensure accurate management of customer data in internal systems
- » Contribute to cost optimization initiatives and support continuous improvement of pricing and sales support processes



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## Candidate Profile

We are looking for a structured and proactive professional who brings a service mindset and a collaborative approach. The ideal candidate will possess:

- » Solid experience with ERP systems (preferably Microsoft AX)
  - » Proficiency in Microsoft Office and general IT tools
  - » Previous experience in a similar role within customer service, sales operations, or logistics
  - » Fluency in both **Danish and English**, written and spoken
  - » Strong analytical and problem-solving skills with attention to detail
  - » Proven ability to work across functions and communicate effectively with internal and external stakeholders
  - » High professional integrity and commitment to quality and continuous improvement
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## About Noratel Group

Founded in 1925, Noratel is a leading provider of transformers, reactors, and power supplies. We serve a broad range of industries with a comprehensive portfolio of standard and custom magnetic components. The company employs over 2,000 professionals across 13 countries in Europe, Asia, and North America. Our corporate headquarters are located in **Lier, Norway**.

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## Interested in joining us?

For more information about the position, please contact:

**Frank Stærmose, Country Manager**

 [frank.staermose@noratel.com](mailto:frank.staermose@noratel.com)