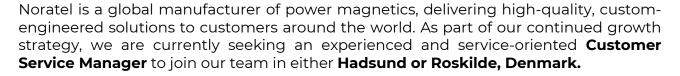


Customer Service Manager

Location: Hadsund or Roskilde Denmark

Start date: To be agreed

Employment Type: Full-time



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



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

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**.

Interested in joining us?

For more information about the position, please contact:

Frank Stærmose, Country Manager