



Tax Professional, Customer Handling, Securities Tax Services (Copenhagen)

Are you customer-focused, structured and motivated by working in an operational area where quality, documentation and service delivery are key? Do you enjoy supporting customers and advisers, coordinating with internal stakeholders and ensuring that processes run efficiently from start to finish?

We are looking for a detail-oriented colleague to join our Customer Handling Team/Tax Services team in Copenhagen. The team serves as a primary point of contact for advisers and customers and plays an important role in onboarding, documentation management, customer support and service delivery related to securities tax services.

On clients' behalf, Danske Bank applies for a reduction in foreign tax on returns from securities held in customers' custody accounts. This includes relief of foreign dividend and interest tax, either at source or through tax reclaim processes. The service is complementary to Danske Bank's custody service and is particularly relevant for clients earning income on foreign financial instruments, where a tax reduction may be available under applicable double taxation agreements.

About Securities Tax Services

Securities Tax Services is part of Danske Bank's tax area and is responsible for handling services related to withholding tax on securities. The area consists of several teams located in Denmark and Lithuania, working closely together across locations, functions and customer segments.

You will join a team of skilled specialists who support corporate, institutional and other customer segments. We value collaboration, curiosity, continuous learning and a strong focus on delivering high-quality service in a well-controlled environment.

Your role

As a team member in Customer Handling, you will support customers and advisers with inquiries, documentation and service-related matters. You will help ensure that customer agreements, onboarding, offboarding and service changes are handled correctly and efficiently.

Your main responsibilities will include:

- Acting as a first point of contact for customer and adviser inquiries
- Handling customer onboarding and offboarding activities
- Ensuring customer agreements and service documentation are sent, received and registered correctly
- Collecting, reviewing and maintaining required customer documentation
- Supporting changes to customer preferences and service setups
- Following up with customers and advisers on outstanding documentation and requests
- Coordinating with internal stakeholders to ensure efficient service delivery
- Participating in client meetings and supporting customer relationship management
- Maintaining and updating information in internal systems
- Supporting controls to ensure accurate and compliant processing
- Contributing to continuous improvement of customer processes and service quality

The role combines recurring operational tasks with customer interaction and collaboration across teams. You will get exposure to securities services, withholding tax processes, custody-related services and post-trade operations.

About you

We are looking for a structured and service-minded colleague who enjoys working with customers, documentation and operational processes. You take ownership of tasks, communicate clearly and can manage several activities while maintaining attention to detail.

We imagine that you:

- Have experience from customer service, client support, operations, financial services or a similar area
- Have a customer-centric mindset and strong communication skills
- Are comfortable working with documentation, regulations and operational processes
- Can manage multiple tasks while maintaining high accuracy
- Collaborate well with colleagues and stakeholders across teams and locations
- Are proactive, curious and willing to learn in a complex environment
- Have strong English skills, both written and spoken

Experience from **Asset Services, post-trade operations, custody services or withholding tax** is considered an advantage.

What we offer you

You will join a supportive team environment where you can develop your expertise through varied work and mentorship opportunities. We operate a hybrid working model with 3 to 4 days per week in the office to promote collaboration and knowledge sharing. Your career will progress through exposure to diverse tax challenges and continuous learning opportunities.

Are you ready for the next step?

We would be delighted to hear from you if this opportunity aligns with your career aspirations. Please reach out to our hiring manager Nicolai William Schou Hansen at nicoh@danskebank.dk for any questions about the role. We look forward to hearing from you!

We review applications on an ongoing basis, so we encourage you to apply as soon as possible.

Danske Bank

København K, 1300

København K

danskebank.dk**Ansøgningsfrist**

Løbende jobsamtaler

Tax Professional, Customer Handling, Securities Tax
Services (Copenhagen)**Kontaktperson**Nicolai William Schou
Hansennicoh@danskebank.dk