



Customer Excellence Agent

Banking hasn't changed much in decades. We're changing that. One product at a time.

Lunar is a Nordic challenger bank building the future of financial life with AI at the core. Our engineers, designers, and product people work on problems that actually matter. Making money simpler, smarter, and more rewarding for millions of people across the Nordics.

Fully licensed and founded in 2015, with offices in Copenhagen, Aarhus and Stockholm.

We move fast, we build with purpose, and we're just getting started.

As our new Customer Excellence Agent you'll join the Customer Excellence team based in Copenhagen, reporting to Emma and Teresa, working to make every customer interaction feel like the best part of being a Lunar customer.

What will you do?

- Be the voice of Lunar — handling customer calls and emails, helping customers with everything from app questions to account issues, always aiming to turn a frustrating moment into a positive one.
- Hit meaningful targets across both quality and efficiency — including talk time, message resolution, and CSAT — because we care about doing this well, not just fast.
- Collaborate actively with your team, sharing what you're learning, supporting your colleagues, and helping the whole team get better together.

What are we looking for in you?

- Full professional proficiency in Danish (written and spoken) is a hard requirement for this role, as is solid working English.
- Genuinely energised by talking to people, including when the conversation is difficult; you see a frustrated customer as a problem to solve, not a problem to avoid.
- Curious and proactive — you ask questions, you notice patterns, and you look for ways to improve.
- Comfortable with structure and performance expectations; KPI-driven environments bring out the best in you rather than stress you out.
- No prior customer service experience required — we'll give you everything you need to get up to speed.
- Looking for a commitment of *at least a year*. We invest in the people who join us and we want that to go both ways.

Benefits and perks

- On-site, Monday to Friday, 8–4. We're a close-knit team and that's by design — the energy in the room is part of what makes us good.
- Free gym access, hands-on training with an experienced coach, and social events that actually get people out of their seats. Break a sweat, sharpen your skills, and celebrate wins together — because a great workday isn't just about the work.
- Pension, health insurance, and enhanced parental leave. From your financial future to your family moments. We've got you covered.

Are you ready to join the journey? Apply now and let's find out more!

While you hold on tight for us to get back to you, curious to see what we're up to? Follow us on LinkedIn for business announcements and releases , check out our Instagram for an inside scoop on what it's like to work here.

We welcome applications from candidates of all backgrounds. If you need any adjustments during the recruitment process, please let us know.

Please note that our employment is conditional upon you *not* being registered in RKI (Ribers Kredit Information).

Depending on the regulations in the country where you will be employed, we will ask to see or obtain information about your criminal record.

Lunar

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Ansøgningsfrist

Løbende jobsamtaler
Customer Excellence Agent

Kontaktperson

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