



Erfaren WFM Specialist til Traffic & Operational Excellence i Nordeas kontaktcenter

We are looking for an experienced and analytically strong Workforce Management specialist to help strengthen and develop WFM in Customer Service DK.

This is an opportunity for you to take a key role in forecasting, capacity planning and workforce planning, while translating complex data into clear recommendations that support both customer experience and efficient operations. You will join highly skilled professionals working in a fast-paced and evolving environment.

About our team

Meet the Traffic & Operational Excellence team in Customer Service DK. We are responsible for the end-to-end daily operations of the contact centre, including workforce management, technical platforms, data and reporting, as well as day-to-day Traffic Tower operations. Our team supports management and the customer-facing organisation with insights, planning and operational recommendations. We work closely with stakeholders across the organisation and the Nordic countries. In 2027, we will migrate to Genesys Cloud, creating an important opportunity to further develop our WFM setup and processes.

Collaboration. Ownership. Passion. Courage. These are the values that guide how we work and make decisions, and we imagine you share them with us.

Main responsibilities in this role:

- Developing and maintaining accurate short-, medium- and long-term forecasts across customer service channels

- Translating forecasts, customer activity, productivity and employee data into capacity plans and clear staffing recommendations
- Planning and optimising schedules to balance customer demand, employee needs and operational targets
- Analysing WFM performance, identifying trends and proactively recommending improvements
- Developing and standardising WFM processes, methods, controls and ways of working
- Using Genesys WFM and other data sources to improve planning quality and decision-making
- Acting as a trusted WFM sparring partner for leaders and relevant stakeholders
- Contributing WFM expertise to the transition to Genesys Cloud and to Nordic collaboration and development initiatives

Who you are

You will be working from our office in Taastrup (Hermes Hus).

We are looking for a colleague with solid WFM experience who enjoys combining detailed analysis with a broad operational perspective. You take ownership, work methodically and can turn complex information into practical recommendations. You are comfortable challenging existing ways of working and driving improvements together with colleagues and stakeholders.

Your background and skills include:

- Solid experience with workforce management in a contact centre or customer service environment
- Advanced analytical skills and the ability to work confidently with large and complex datasets
- Ability to connect WFM decisions with customer experience, employee experience and operational performance
- Strong communication and stakeholder management skills
- Fluency in Danish and English at a professional level

This is the right role for you if you:

- Work independently and systematically, with strong attention to detail
- Can make complex analyses easy to understand and translate them into decisions and actions
- Are curious, proactive and motivated by improving processes and results
- Thrive in a changing environment and can manage several priorities at the same time
- Enjoy collaborating across teams, functions and countries
- Combine a hands-on approach to daily operations with a longer-term development perspective

What we offer

People come here when they want to get somewhere. For some, it's to take their career to the next level. For others, it's to break new ground within their area of expertise – in other words, with us, you will always move forward.

A culture that fosters performance and growth in one of the largest Nordic banks, offering various opportunities to evolve, develop and learn from brilliant colleagues with diverse backgrounds in a vibrant working environment.

Hybrid working model – we believe in the value of bringing people together and at the same time we embrace the freedom of flexibility.

Diversity and inclusion are a natural part of our daily work. We know that an inclusive workplace is a sustainable one. We genuinely believe that our diverse backgrounds, experiences, characteristics and traits make us stronger together. Every day we strive to find new ways to improve diversity and inclusion within our community e.g. we have signed the European Diversity Charters in the countries where we operate to show our commitment and engage with others to continue learning and improving.

If you recognise yourself in this description, get in touch!

Next steps

Submit your application no later than 10/11/2026. For more information, you are welcome to contact Sara Haarup Wind, Head of Traffic & Operational Excellence, sara.haarup.wind@nordea.dk, +45 41 18 10 23.

The recruitment process consists of the following steps:

- Preliminary CV selection
- Interview with the hiring leader
- Background and referencecheck

We enable dreams and aspirations for a greater good.

We build relationships. We add a personal touch to everything we do – when advising our customers, collaborating with colleagues, and meeting our potential candidates.

We learn and develop. We take pride in being experts and thinking ahead. We use our expertise to meet our customers' needs, from the simplest to the most complex. We bring a growth mindset to our work that enables us to focus on a broader perspective in our daily challenges.

We lead change. We are responsible and aware of the impact of our decisions, both for our customers and for our local and global communities. Mindful of our responsibility towards current and future generations, we have made sustainability an integrated part of our business strategy.

We are Nordea. We have a 200-year history of supporting and growing the Nordic economies and our values are deeply rooted in these open, progressive and collaborative societies. As one of the biggest employers in the Nordics, Poland and Estonia, you have excellent opportunities to evolve, develop and move forward with us.

Nordea

Taastrup, 2630
Taastrup
www.nordea.dk

Ansøgningsfrist

10. november 2026
Erfaren WFM Specialist til Traffic & Operational
Excellence i Nordeas kontaktcenter

Kontaktperson

Sara Haarup Wind
[+45 41 18 10 23](tel:+4541181023)
sara.haarup.wind@nordea.dk