

Direct Sales Manager

Would you like to directly contribute to a growing business area where we serve and advise our business customers, nurturing the customer relationship and delivering growth for Business Banking? If so, come join Scalable Sales & Engagement in Business Banking, a strong team where our objective is to drive growth for business banking by acquiring new customers, engaging with our existing customers and to create a world-class online presence to our potential and existing business customers.

We are looking for a commercially driven Direct Sales Manager with strong telemarketing experience to develop, lead and coach our new outbound sales operation. You will own sales performance from strategy and pipeline planning through daily execution, helping the team deliver an excellent customer experience while consistently achieving the sales targets. This role reports to the Nordic Head of Scalable Sales & Engagement.

We have an omnichannel strategy, where our customers engage with us with an advisor or digitally, or both. The Scalable Sales & Engagement unit drives and continuously optimizes all channels to engage with potential and existing customers, with the aim to grow market share by acquiring new customers, to drive sales and to boost customer satisfaction. Our playing field covers the full customer lifecycle, from acquiring new customers and onboarding to customer care and churn prevention.

About our team

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

What you'll be doing

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Who you are

Your background and skills include:

- Proven leadership experience in direct sales, telemarketing, or an outbound contact-centre environment on a Nordic scale.
- A strong record of achieving sales targets and improving conversion performance.
- Hands-on experience with coaching sales conversations, objection handling, and closing techniques.
- Confidence using dialer and sales reporting tools to manage activity and performance.
- Strong analytical skills and the ability to translate data into practical action.
- Clear, persuasive communication and stakeholder-management skills.
- A structured, energetic, and customer-focused leadership style.
- The ability to balance commercial ambition with quality, compliance, and long-term customer value.
- Experience using automation or AI-supported workflows responsibly to improve research and execution.
- A collaborative approach and confidence working across disciplines.
- Excellent written and spoken English; additional language skills are an advantage

If this sounds like you, get in touch!

Next steps

Submit your application no later than 06/12/2026. For more information, you’re welcome to contact Stefan Brieghel at stefan.brieghel@nordea.com.

Only for candidates in Finland: A security clearance will be performed for the person selected for this position.

Only for candidates in Sweden: For union information, please contact finansforbundet@nordea.se or SACONordea@nordea.com.

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Ansøgningsfrist
6. december 2026
Direct Sales Manager

Kontaktperson
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