



Customer Service Associate, Asset Management, Copenhagen

Asset Management Sales is part of Danske Bank's asset management division and serves institutional customers such as pension funds, insurers, municipalities, and financial advisors across the Nordics and beyond. The role supports customer-facing colleagues located in the Nordic markets, contributing to a consistent high customer experience that enables customer retention and continued growth, reporting to the local Head of Sales. Could it be you?

The main tasks of the role are

- Execute day-to-day customer servicing across the customer lifecycle—managing customer queries and operational requests; e.g. onboarding, account maintenance, full agreement cycle management, mandate changes, reporting etc.
- Maintaining client data in the CRM system ensuring quality and coordinating cross-functionally to deliver a seamless, compliant customer experience
- Maintain direct contact with clients handling standardised day-to-day customer queries and operational service requests within defined processes and escalation frameworks
- Maintain high data quality in CRM and related systems
- Coordinate internal stakeholders; Sales, Investment Management, Operations, Compliance, Legal, Danske Invest etc. to ensure timely execution and follow-up
- Follow documented processes and regulatory requirements to deliver a seamless customer experience
- Act as the day-to-day link between Sales and the rest of the AM organisation
- Working together with and supporting the AM Sales' client managers in any other business; e.g. due diligence questionnaires, request for proposals, event management etc.

About you

- Able to manage multiple service requests in parallel while meeting defined service levels and deadlines
- Clear communicator who engages across personalities and seniority levels
- Proactive problem-solver with end-to-end ownership
- Highly organised, detail-oriented, and deadline-driven
- Local language and advanced English (written and spoken); other Nordic languages are a plus
- Financial services and client-facing experience, ideally within asset management, is a plus. Ability to use standardised CRM, workflow and AI-enabled support tools as part of daily customer servicing tasks (training provided).

Qualifications

- Bachelor's degree in Finance/Business Administration/Technology or a related field
- Relevant experience (customer service/customer servicing/operations within financial services; asset management) is a plus

Interested?

Please apply as soon as possible as we conduct interviews on an ongoing basis. If you have questions, please reach out to Julia Roording, Head of Asset Management Sales: julia.roording@danskebank.se

Danske Bank Hele landet, Hele landet danskebank.dk	Ansøgningsfrist 24. august 2026 Customer Service Associate, Asset Management, Copenhagen	Kontaktperson Julia Roording julia.roording@danskebank.se
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