



Private Customer Advisor for our department in Copenhagen

Do you want to take pride in your work?

Do you want to be part of a bank that leads the way in promoting climate, sustainability, and social responsibility?

Do you thrive in a workplace with a good atmosphere, ambitious colleagues, and strong teamwork?

Is your ideal workday like this:

- You have had the opportunity to provide the best and most professional advice.
- You have identified the financial needs of your private customers and found solutions.
- You have had a good and respectful dialogue with your customers – both in good times and bad.

If so, we need you in our department in Copenhagen.

We are looking for a skilled Private Customer Advisor who is passionate about sustainability, the environment, and social responsibility, a good colleague who wants to contribute to making Merkur even better.

Who is Merkur:

We are a cooperative bank, owned by our customers, founded on the vision of being exclusively beneficial to the world. Therefore, we work every day with our customers to support sustainability and social responsibility.

What Merkur can offer you:

As a customer advisor at Merkur, you become part of a strong community driven by engagement. We are a smaller organization with excellent opportunities for influence and personal and professional development. We prioritize collaboration across the organization, diversity, open communication, and responsibility with freedom, considering them as the foundation of our high employee satisfaction.

In fact, 96% of Merkur's employees, in the latest well-being survey, stated that they are directly proud of their work.

We have approximately 100 employees across our locations in Aarhus, Aalborg, and Copenhagen.

As our new Private Customer Advisor, you will have your fixed workplace in our department at Vesterbro Torv in Copenhagen, where you will be part of a team of 8 customer advisors. Our Copenhagen department also accommodates colleagues in Business, Service, etc.

As a customer advisor at Merkur, you will be responsible for your own portfolio of our valued private customers. You will be involved in uncovering customers' financial needs and offering relevant solutions in collaboration with Merkur's external partners. Your most important role is to ensure more and even more satisfied customers by providing personal and responsible advice. You will advise customers on daily finances, housing, pensions, insurance, and sustainable investments – both in physical and online meetings.

If you have specific wishes to simultaneously lead a product area or if you derive energy from being involved in development processes, we will try to accommodate your wishes and abilities.

Your profile:

- You have +5 years of experience in financial advice for private customers and have a relevant banking education, preferably an Academy degree and/or HD.
- You focus on comprehensive advice and high customer satisfaction. It should radiate from you that you are passionate about talking to customers and finding the right solutions.
- You have a strong credit background, a structured and efficient approach to your tasks, ensuring that there is "order in the pencil case."
- You are passionate about sustainability and social responsibility, curious about Merkur's values, and willing to understand our unique business model.
- You enjoy professional development and actively participating in a team of skilled private customer advisors, emphasizing collegial and constructive sparring.
- You have the required certifications as a Financial Advisor in housing, insurance, and investment – otherwise, we will update them with you.
- You don't need to be an expert in everything. The most important thing is that you are curious, quick to learn, business-oriented, interested in our values, and motivated to deliver professional, high-quality assistance in a busy everyday life. It is crucial that you can work proactively with many and varied tasks while maintaining an overview and a positive attitude.

At Merkur, we are very flexible in arranging individual working hours based on personal preferences and needs. We are open to customers without a prior appointment between 10:00 am and 3:00 pm.

Apply for the position:

Send your application and CV as soon as possible. We conduct interviews continuously and look forward to hearing from you. If you have any questions, feel free to call our Director of Private and Housing, Edmont Ala, at +45 6265 6720, or our external recruitment partner from Finanskandidaten, Nanna Boye Nielsen, at +45 6177 8090 or email nanna@finansskandidaten.dk.

Merkur Andelskasse

Vesterbrogade 40, 1. sal, 1620 København V

<https://merkur.dk/privat/>

Application deadline

Ongoing interviews

Privatkunderådgiver