



SALES SUPPORT TEAM LEADER FOR DANISH LIGHTING BRAND

ABOUT NUURA Our goal is to create unique and aesthetic lighting that reflects the opulence and joy found in Nordic nature. Always starting from the chandelier, Nuura offers lighting collections that enrich and complete the interior of private homes and public spaces. By combining elegant design and the latest technology, we strive to create unique, high-quality lighting that has a positive impact on our well-being. We carefully select materials of the highest quality. Most of our 22 employees work from our office in Copenhagen K, where Marmorkirken is our neighbour. Nuura means light and honour.

THE POSITION The position of Team Leader Sales Support is responsible for 4 colleagues who ensure our customers in retail, web and contract sales are met with high service, smiles and most importantly, correct on-time deliveries. Whilst leadership tasks are the priority to maintain team organization and productivity - this role also includes handling a cluster of customers in certain markets, which span Europe, the US & Asia.

KEY TASKS General administration and dialog across internal colleagues, customers and external support, covering amongst other aspects - quotes, customer inquiries, product/service information, order management and invoicing in Business Central.

Leadership: identifying training needs and arranging ongoing skill development opportunities. Coaching team members to improve process performance and product knowledge. In time, position the team to play a more interactive sales role.

Process Improvement & system Compliance: identify and implement efficient workflows to save time, reduce errors, and enhance productivity, whilst adhering to best practise within Business Central.

Communication and Collaboration: identify information needed by the team and enhance internal alignment.

Problem Solving and Escalations: quickly resolve team issues and handle escalated customer or sales requests with a focus on effective solutions.

Performance Management: set and review goals, give feedback, and maintain a positive, high-performing team culture.



YOUR PROFILE You are service-minded and highly detail-oriented. You meet deadlines and understand the importance of responding to our customers quickly and correctly. You understand the sales support department is the backbone of the company and are happy to run fast when it's needed. You have relevant work experience, you place great importance on being orderly and are good at structuring your work.

Experience with Microsoft Dynamics 365 Business Central is advantageous, together with experience of close collaboration with 3PL logistics in DK & the US.

You take pride in Nuura's excellent customer service and will work together with skilled colleagues to ensure that Nuura becomes the preferred supplier for retailers.

You understand that in a small company, it is crucial that you give your best every day. You have a strong desire to be part of a small team with big dreams and ambitions for the future. You speak and write Danish and English.

WE OFFER An exciting workday with good personal and professional development opportunities. We offer freedom with responsibility and expect you to contribute with good energy and competence. We generally work 4 days from our office in Kbh. K and 1 day from home.

Please send your application and CV no later than January 22 to Nick Yates at ny@nuura.com. The position will be filled when we have found the right candidate.

We look forward to hearing from you!