

OPERATIONS MANAGER with strong organizational and e-commerce experience

Would you like to become part of a dynamic and international e-commerce environment and help us build a state-of-the-art operations structure which will help us grow more rapidly in the future?

Apply now and join our great team at DANISH ENDURANCE®!

We are looking to fill this newly created position as our Operations Manager at the Copenhagen office.

WHAT CAN YOU EXPECT FROM THE JOB?

- A compelling leadership role reporting directly to the Chief Commercial Officer.
- Substantial room to shape and define your position.
- A culture that fosters innovation and encourages the implementation of new ideas including AI and automation.
- Collaborative work across functions to streamline operations.
- Opportunities for professional development in our rapidly growing company.
- An inclusive and supportive work environment characterized as informal and friendly.

AREAS OF RESPONSIBILITY

- Manage and develop a growing team of currently 5 virtual assistants based in the Philippines, overseeing their activities across key functions including Customer Service, Listing Creation, Issue Resolution, Sales Support, and Content Management.
- Managing a smaller team at the Copenhagen office.
- Act as a liaison between the Copenhagen office and the remote team members, ensuring effective communication and alignment of goals.
- Develop, refine, and formalize workflows to optimize operational efficiency.
- Monitor key performance indicators (KPIs) to track operational efficiency and quality and identify areas for improvement.
- Establish and maintain Standard Operating Procedures (SOPs) across departments.
- Challenge existing practices, driving continuous process improvement initiatives and push the AI agenda.

QUALIFICATIONS

- Degree in Business Administration, Operations Management or similar
- Proven experience and understanding of the e-commerce sector (ideally Amazon)
- Minimum 2 years of experience in managing an outsourced virtual team (call center, or similar)
- Exceptional organizational skills with an eye for detail and structure.
- Proficient in project management.
- Analytical mindset with the ability to interpret data and draw insights.
- Strong interpersonal skills with the confidence to engage with internal and external stakeholders

HOW TO APPLY?

Please send your application letter and CV in one document to anna@hirdconsulting.dk We will review applications on an ongoing basis, the sooner you apply, the better.

WHO IS DANISH ENDURANCE®?

DANISH ENDURANCE® is a global endurance & outdoor brand within e-commerce. With a focus on Danish design and sustainable manufacturing in Europe and Asia, we are a young high-growth company, with a flat structure and a friendly, dynamic working environment. We are a truly international team consisting of 60 professionals with 25 different nationalities based in Copenhagen at Holmen and Gramrode near Horsens. We have a scalable and unique business model, our ambitions are sky-high, and we strongly believe that everything is possible.

Read more about DANISH ENDURANCE® at www.danishendurance.com