

Collections specialist, Cross-border

As a Cross-border Specialist you will step into a role where structure, strong processes, and continuous improvement are at the heart of how work gets done. You will help ensure that collection cases across markets are handled efficiently, accurately, and to a consistently high standard.

This is a role for someone who enjoys creating order within complexity and who takes pride in well-run operations. You will work hands-on with cross-border collection cases while also helping to strengthen workflows, improve data quality, and optimise the systems and processes that support the team's daily work.

Your key responsibilities

You will be responsible for the day-to-day handling of international collection cases, including case processing, follow-up, and coordination with relevant internal and external stakeholders. You will help ensure that cases move forward as expected, are handled with a high level of quality, and follow established processes and requirements.

Your responsibilities will include:

- Handling and following up on cross-border collection cases
- Ensuring structure, quality, and progress in daily operations
- Coordinating with partners across markets and functions
- Analysing workflows, case flows, and operational performance
- Supporting reporting, data quality, and performance follow-up
- Working with Excel, Power BI, and relevant CRM, collections, and workflow systems
- Contributing to initiatives that improve workflows, processes, and operational efficiency

You will join...

An international function with a strong operational focus, where collaboration, quality, and continuous improvement support both strong day-to-day case handling and the ambition to build more scalable and efficient ways of working.

In addition, we offer a lunch scheme, pension, health insurance and employee benefits, including an in-house hairdresser and masseur, car wash and fitness subscription.

How we imagine you

You value structure, consistency, and well-functioning processes. You like work that requires accuracy, follow-through, and clear ways of working, and you are motivated by making things run better than they do today.

You are detail-oriented and stay organised when the pace is high and the workload is varied. You do not just follow existing routines. You question them when needed and look for practical ways to simplify workflows, improve quality, and increase efficiency without losing sight of the bigger picture.

You may have experience from collections, finance, customer service, or another operations-focused role. What matters most is that you enjoy working with cases, data, and processes, and that you want to improve how operations are run.

We imagine that you:

- Have experience with case handling or operational tasks
- Are highly proficient in Excel and comfortable working across systems
- Have experience with Power BI or other reporting tools
- Are curious about data, processes, and automation
- Communicate confidently in Danish and English, both written and spoken
- Work independently, take responsibility, and collaborate well with others

Ready to join our team?

Send us your CV and application. We will invite candidates for interviews on an ongoing basis until the right candidate is found.

Location and terms:

- Full-time, 37 hours per week, based in Brøndby
- Salary will reflect your qualifications and experience
- Clean criminal record and no registrations with credit information agencies

Want to get to know us better?

Start by watching a short video about Collectia, and then explore our mission, vision, and values.

We look forward to receiving your application.