

## Operations Coordinator

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Company: Euronet – EFT Segment

Location: Copenhagen

Category: other-general

Reporting to the Operations Manager (Nordics), the Operations Coordinator will work in a high pace environment and be part of a dynamic and highly collaborative team, where creativity, new ideas and self-motivation are important values in order to achieve the goals and targets set for the local operations department.

Supervision of ATM network and improvement of local operational procedures

Reviewing reports related to the ATM network (uptime, reconciliation, cash management, etc.) and resolving daily challenges and discrepancies

Ensuring communication and coordination among the company's service providers including Cash in Transit (CIT), ATM site contacts, ATM maintenance, Telecommunications, Security, ATM installation teams, etc.

Daily cooperation with Euronet centralized services (Central Operations, Finance, reconciliation, etc.) in order to report and/or resolve issues related to the operations

Support ATM installation / de-installation activities, as well as, execution of branding on ATMs located at the warehouse or onsite

Organizing ATM network maintenance such as cleaning and preventative maintenance run by a 3rd party (independently coordinate and control the process)

Managing and maintaining inventory of ATMs and related equipment, warehouse, sites,

contacts, contracts and documentation in the company's databases.

Reviewing incoming invoices, communicating discrepancies and ensuring the processing of credit notes and SLA penalties

Pilot testing of ATM software including documentation

Supporting business administration processes

Reviewing and understanding vendor contracts

Frequent reporting and communicating to management

Visiting ATM sites

Managing customer service via call and e-mail

## **Requirements**

Fluent in Danish and English both written and verbally. Swedish a plus.

University degree (B.Sc. or M.Sc.) in Engineering, IT, Supply Chain Management, Project Management or equivalent professional experience within operations, process optimization, stakeholder and value chain management

Experience in operations, planning and coordination, preferably but not mandatory in sectors such as banking, financial services, ATM networking, CIT or retail

Work experience in an international organization and environment is considered as benefit but not mandatory

Flexibility and readiness to travel if required (mainly in Denmark / Sweden)

Danish/Swedish/ European driving license a must. Car owner a plus but not necessary

Must have legal right to work in the EU

Computer literacy in MS Office - good knowledge of Excel.

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