



CUSTOMER SERVICE AND PLANNING LEAD

General Information

The position is centrally located in the port's dialogue with customers, requiring extensive co-operation across the port's various departments, including maritime functions and the service department.

The role is part of the port's Sales and Development Department, working in a team of two direct colleagues. The department currently consists of eight employees in total.

The position involves a mix of customer service, area planning, agreement negotiations with clients, active participation in customer management, and representing the port at trade fairs, meetings, and other events. A significant focus will be placed on optimizing area allocations, operational coordination between cranes and ships, and active participation in both short- and long-term planning.

A substantial portion of communication is conducted in English, both written and spoken.

Additionally, the role will contribute to the development of tools, processes, and systems aimed at further optimizing port operations.

Key Responsibilities

Typical tasks include planning and optimizing operations and area utilization, direct customer interaction, and developing optimization tools.

- Direct communication with clients via email, phone, and meetings.
- Preparation of proposals, solution plans, and commercial agreements.
- Area planning in collaboration with other port departments.
- Development and maintenance of tools for efficient tracking and management of offers, activities, and operational plans.
- Representation of Esbjerg Port at trade fairs, meetings, and other events.

Tracking Tools

- Regular weekly project follow-up meetings.
- Project overview tables covering operational initiatives.
- Schedules for timelines, resource allocation, and financial monitoring.
- Tools for managing offers.

Primary IT Tools

- Excel
- WorkPoint
- PowerPoint
- Digital mapping systems

Additional Notes

- The role is subject to strict confidentiality requirements.
- Some travel activity is expected, primarily within Europe.

Education and skills

- Experience with planning maritime and logistical operations.
- Excellent communication and interpersonal abilities.
- Ability to manage multiple tasks and priorities effectively.
- Educational background with focus on maritime and/or logistical competences.

Workplace: Esbjerg
Hours: Full time

Salary according to the provisions of the Danish Association of Local Authorities.

How to Apply

Any questions can be directed to CCO Jesper Bank, mobile: +4551961840. The application should also be sent to job@portesbjerg.dk.

Apply by June 15, 2025.

Esbjerg Port is one of Denmark's leading commercial ports, with more than 5,000 ship calls annually. Esbjerg Port is a recognized player among both domestic and international stakeholders and continually works on developing the port and the organization.

The port hosts approximately 10,000 employees across more than 200 different companies, with around 50 people employed directly by Esbjerg Port.

The culture is informal and direct, and we are all development-oriented and curious about optimizing and improving efficiency.

We are professional in our approach to work and understand how to navigate in a company with significant attention from the business community and other stakeholders in Denmark and abroad.

If you would like to learn more about Esbjerg Port, please visit our website at www.portesbjerg.dk.