# Coordinator, Client Excellence

Are you the person who keeps a cool head and a clear overview when things get busy? NIO Service Partners is looking for a steady, service-minded Coordinator to join our Client Excellence team in Copenhagen, supporting investor onboarding, AML/KYC processes, and day-to-day client relationship management across our private markets platform.

**About NIO Partners**

NIO Partners is a private markets asset manager with approximately EUR 3.1 billion in assets under management across infrastructure, real estate and private equity. The firm was founded by successful entrepreneurs from Copenhagen Infrastructure Partners, Urban Partners and Henrik Lind, and combines family office origins with an institutional platform. We operate from offices in Copenhagen and Zurich, where a team of 40 people serves more than 1,000 investors. Our ambition is to become the preferred private markets partner in Northern Europe.

NIO Service Partners are responsible for the administration and operational excellence for all NIO Partners funds and assisting our Investors in their entire NIO-Journey from initial onboarding to fund exit.

**About the role**

The Client Excellence team at NIO Service Partners is a growing department. You will be part of a collaborative and collegial culture built on integrity, high professional standards, and a steady, well-run work environment.

You now can join the Client Excellence team at NIO Service Partners, part of NIO Partners Group - and be part of a journey to provide investors wider access to private markets.

It is a role for someone who takes pride in doing structured, detail-heavy work— who can keep track of many parallel tasks across many stakeholders without losing the overview. The role is for someone who gets his/her energy from being the calm, steady hand in an ambitious environment that the other team members can rely on.

**Responsibilities include:**

- Ensure high-quality customer experience and support the individual investor in the onboarding process by close communication.
- Conduct thorough initial/ongoing due diligence on potential investors, verifying their identity, ownership, and regulatory compliance. For each investor, understand and consider risk factors such as their business activities, geographic locations, and counterparties.
- Collaborate closely with Investor Relations, AML/Compliance, and third-party providers to obtain all required supporting documentation and ensure completion of KYC due diligence.

- Keep track of deadlines and deliverables across multiple investors, colleagues, and external providers at once, without letting anything slip.
- Coordinate and execute transfers of investor commitments, ensuring accurate documentation and timely processing.

**Qualifications include:**

- Good knowledge of Know-Your Customer requirements (KYC), anti-money laundering (AML), relevant financial regulations, including compliance requirements, and counter-terrorist financing (CTF) regulations.
- Customer-minded service orientation, with the interpersonal skills to build trust across many different stakeholders.
- Solid, hands-on experience as a coordinator e.g., Coordinator, Service Advisor or Customer Advisor — for example from an audit firm, financial institution, legal department, or similar professional services environment. Formal education is less important to us than a proven track record of reliability in this type of role.
- The ability to stay composed and grounded when things get busy — someone who naturally brings calm and structure to a hectic day, rather than being swept up in it.
- Strong attention to detail and a structured, thorough way of working — comfortable with repetitive, process-heavy tasks done to a consistently high standard.
- Good written and verbal communication skills, with the ability to convey requirements clearly to investors and colleagues alike.
- Discretion, reliability, and a strong sense of ownership over your area of responsibility.

**NIO offers:**

- A stable, well-defined role at the centre of investor onboarding and client relationships — not a role built around climbing a career ladder, but one where consistency and reliability are valued.
- At NIO, your experience is put to good use every day and you will have the daily satisfaction of knowing that you make a real difference for our investors and your colleagues in how you perform Investor onboarding.
- The opportunity to impact and shape the future investor experience and journey at NIO.
- A supportive, collegial team culture, and colleagues who will rely on you.
- Social gatherings including Friday bars, Christmas family day, annual off-site etc.

**How to apply**

Please send your CV and cover letter to naja.sarup@nio.partners no later than 19 November. Interviews will be held in week 48.