# Manager, Returns & Print – hummel

Do you see a returned parcel as more than a cost? Do you naturally ask *why* it came back, and what it can teach us? A good coach studies every match, not just the wins. At hummel, we have been playing it differently since 1923. We are looking for people who do the same.

## ABOUT THE POSITION

**Location:** Skandinavienvej 7, 6330 Padborg
**Team:** Returns
**Hours:** Full-time
**Deadline:** 29. November 2026

## THE OPPORTUNITY

At hummel, we have never played it safe. We are a challenger brand with over 100 years of history and the hunger of a team that still has something to prove. We do not chase size, we chase relevance, quality, and doing business in a way we are proud of. Today that means +1000 colleagues across six global subsidiaries, partnerships with 400+ clubs and federations, and across several global markets. Our headquarter is based in the Danish city of Aarhus, and we are backed by the ownership of Thornico Group.
**hummel Distribution Center** opened in August 2022 and is the largest investment in hummel's 100-year history. The Distribution Center covers 21,000 m² and is equipped with an AutoStore system with 97,000 bins and 100 Black Line robots. We serve 35 countries and all customer types: e-commerce, wholesale and retail.
At our distribution center in Padborg, there are approximately 20 employees in administration and approximately 100 warehouse employees across the day, evening, night and weekend shifts.

## THE ROLE

Every return tells a story – about a product, a customer, or a process. As Manager, Returns & Print, your job is to read those stories and turn them into better results. You will own the returns area end to end: from the moment a parcel arrives at our dock to the moment the customer is credited, and every insight in between.
This is a role for someone who combines data with the floor. You will build the numbers that show us where we stand, and you will lead the people and processes that move them. You will work closely with Customer Service and the warehouse teams to make sure returns flow smoothly across the organization – not just through our building.

## YOUR PLAYING FIELD

•Analyzing return reasons and turning insights into concrete action
•Reducing crediting time so our customers get their money back faster
•Improving productivity per employee in the returns department
•Developing KPIs and dashboards that give the whole organization a clear view of returns
•Automating registration and crediting processes
•Strengthening the flow between Returns, Customer Service and the warehouse
•Identifying quality issues with products or customers, and escalating them to the right people

## THE SCOREBOARD

You will be measured on – and help shape – the following KPIs:
•Return rate (%)

•Crediting time
•Units handled per hour
•Cost per return/Cost per print
•Complaint rate
•Backlog in the returns department
•Customer satisfaction with the return & print process

## MAKING THE TEAM

We are looking for an analytical and hands-on manager with solid experience from returns, warehouse or logistics operations – ideally in an automated environment. You are just as comfortable building a dashboard as you are standing on the floor with your team, and you know that real improvement happens when the two meet.

## YOU BRING

•Leadership experience from a similar role in logistics, warehouse or returns management
•A strong analytical mindset and experience working with data, KPIs and dashboards (e.g. Power BI or Excel)
•Experience with process optimization and LEAN
•An interest in automation and digital solutions
•The ability to build strong collaboration across departments
•A structured approach, with the overview to prioritize and the drive to follow through
•You are independent and take ownership
•You are proficient in Danish and English, both written and spoken. German is an advantage but not a requirement

## THE HUMMEL WAY

We have been a challenger since 1923. Sport is how we think here. You will feel it in how people show up, how credit gets shared, and how problems get solved.
In practice, that means four things.
**Own it**, real responsibility from day one, no hiding behind process. **Customer first**, you build for needs, not internal comfort. **Create with passion**, we back people who challenge the way things are done. **Collaborate to win**, nobody scores alone, and when something lands, everyone knows who made it happen.

## WITH US YOU WILL GET

•The scope to shape the returns area and move it forward
•Plenty of professional challenges in your everyday work, along with a healthy work-life balance
•A workplace where development and relationships are a priority
•A brand with over 100 years of history and a unique culture
•An active staff association called hummelbien that keeps your off-pitch energy high

## READY TO PLAY?

Send your application and CV no later than **29 November 2026**. We look at applications as they come in and may close early if the right player shows up.