



LOOKING FOR MORE THAN A JOB?
JOIN US!



CUSTOMER SERVICE TRAINEE - DISPUTES & COLLECTION TEAM - GERMAN SPEAKER

As a Customer Service Trainee, you will have the opportunity to gain insight into how Advanzia Bank is committed to providing great customer service. This is an entry-level position, ideal for individuals looking to gain hands-on experience in the credit card industry. This opportunity is a full-time CDI contract.

ABOUT THE JOB | What will you do?

As a Customer Service Trainee, you will be responsible for the following activities:

- Provide advice to our customers and act as a mediator between cardholders, authorities, financial institutions and Advanzia Bank, ensuring a smooth experience
- Follow up on ongoing collection and chargeback cases in a professional and respectful manner
- Manage non-fraud related customer transaction disputes in compliance with the bank's policies
- Handle various collection related tasks such as customer insolvencies or debt collection requests with the highest standards of integrity and care
- Perform administrative tasks in an efficient, accurate and courteous manner, e.g. filing, answering emails and calls from customers, debt collection agencies and financial institutions

ABOUT YOU | What's your background?

- You have successfully completed a first higher education or obtained a bachelor's degree
- You have a good command of MS Word, Excel and PowerPoint
- You are able to quickly familiarise yourself with new IT systems

WORKING FOR ADVANZIA

THE UNCONVENTIONAL BANK

WHAT WE EXPECT | What are your skills?

- Customer-service oriented personality
- Good written and verbal communication skills
- Open-minded and communicative personality with teamwork skills
- Highly motivated, results driven and interested in learning new and complex topics
- Fluency in German and English is mandatory; any other languages are advantageous

WHAT WE OFFER | What advantages will you have?

- Competitive compensation package
- Attractive benefits as part of the banking collective agreement
- Wide range of additional advantages such as language courses contribution, health initiatives, employee travel insurance, preferential conditions for Advanzia products, etc.
- Training and development initiatives
- Dynamic and international environment
#TeamAdvanzia
- Participation in various Corporate Social Responsibility (CSR) projects as part of the bank's [Advanzia Plus](#) initiative

Where you will be working

Located in bright and modern offices in Munsbach at 15 minutes from Luxembourg City, Advanzia currently employs around 200 employees from all over the world. We offer a pleasant and collaborative working atmosphere in a truly multicultural environment.

Looking for a new professional challenge in a fast-growing company?

Apply today and send your CV and motivational letter in English to jobs@advanzia.com

Click [here](#) to find out more about your career opportunities at Advanzia Bank.

