



## BUSINESS PROCESS DESIGNER

Want to dive into the world of quality and supplier management? We've got the perfect opportunity for you! The Business Process Designer plays a key part in ensuring the efficiency and quality of business processes, especially in a fast-paced environment like Advanzia. As part of the Customer Service department, you will play an important role in how Advanzia interacts with our customers and suppliers. The team is dedicated to maintaining the highest standards of data quality and accuracy.

**Dive in and join the world of finance, payment and credit, working for an unconventional digital bank in the heart of Luxembourg!**

This opportunity is a full-time CDI contract.

### ABOUT THE JOB | Your responsibilities

- **Evaluate current business operations** by identifying opportunities to **improve streamline workflow solutions**
- Partner with cross-functional teams and business analysts to **standardise processes** using **process mining and monitoring tools**
- Spot inefficiencies and turn process definitions into **smart, actionable workflow solutions**
- **Design and implement strategic business processes** to enhance operational efficiency, recommending where automation and AI can add real value
- Ensure **data accuracy and consistency** by identifying and resolving discrepancies within and across systems, staying aligned with regulatory and internal standards
- **Build insightful reports and dashboards** to monitor data quality and process efficiency metrics, demonstrating autonomy in using standard data manipulation and dashboarding tools
- Provide ad-hoc **data extracts and analytical insights** to support decision-making



## ABOUT YOU | Your background, skills and personality

- **University degree** in business administration, data science, or a related field, or equivalent professional experience with 5+ years in a similar role
- Experience with **BPM tools, data governance platforms**, and various **statistical tools** and methodologies, paired with an **analytical mindset** and a structured approach to **problem-solving**
- Detail-oriented with strong **attention to process understanding and numerical analysis**, driven by a passion for continuous **process improvement**
- **Fluency in English** is essential; proficiency in additional languages is a plus
- **Collaboration and teamwork:** A natural team player who thrives in a flat organisational structure, values input at all levels, and excels in cross-functional collaboration while managing multiple projects effectively
- **Adaptability and flexibility:** Comfortable working in a dynamic environment, navigating change effectively
- **Self-motivation and drive:** Highly dedicated and motivated to achieve both individual and team goals, with a commitment continuous improvement
- **Efficiency and simplicity:** Ability to design and implement lean, agile processes to create simple and accessible solutions

## ABOUT ADVANZIA | The European digital bank

*Avanzia Bank's **mission** is to make finance easier and more inclusive by offering simple, smart and user-friendly payment and credit solutions that provide financial flexibility and deliver added value for our customers. Our way of working is guided by responsible lending, open communication and teamwork in cooperation with employees, business partners and customers.*

At Avanzia, we are committed to equal opportunities and embrace diversity as a driving force behind our success. We offer challenging projects in a dynamic, fast-paced environment, along with numerous opportunities for training and development, and a performance-driven bonus structure. Our benefits package includes Pluxee lunch vouchers, employee travel insurance, preferential rates on Avanzia products, as well as transportation and wellness allowances. Our zero-carbon Emerald building is designed to support employee health and wellbeing with various health programmes, access to our gym and after-work sports & social events available to all members of **#TeamAvanzia**.