



**LOOKING FOR MORE THAN A JOB?**

**JOIN US!**



## **CUSTOMER SERVICE JUNIOR OFFICER (M/F/D)**

### **German and English speaker**

The Customer Service Junior Officer will have the opportunity to support the growth of our business in a fast-changing environment. As part of the Customer Relations Department, you will play an important role in how Advanzia interacts with our customers. This opportunity is a full-time CDI contract.

### **ABOUT THE JOB** | What will you do?

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

- Advise customers and act as the mediator between the customer and the bank
- Answer emails/mails/calls from customers
- Execute back-office tasks related to credit card operations
- Assist with the teams' daily workflow
- Contribute to service level quality
- Check and accept/reject applicant data in view of opening new accounts (KYC and AML)
- Follow-up on internal projects under supervision (testing, brainstorming sessions)

### **ABOUT YOU** | What's your background?

- Upper secondary education (A level/"Abitur")
- First experience in customer service would be an advantage
- Knowledge of financial products, ideally of credit cards
- Good analytical skills

# WORKING FOR ADVANZIA

## THE UNCONVENTIONAL BANK

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### **WHAT WE EXPECT** | What are your skills?

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- Good written and verbal communication skills
- Good time management skills and a structured approach with the ability to set priorities
- Very dynamic and results-oriented personality
- Ability to work autonomously and take initiative with minimal supervision
- A proactive and reliable team player
- Fluency in German is mandatory and a good level in English is necessary; French, Spanish or Italian are advantageous

### **WHAT WE OFFER** | What advantages will you have?

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- 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 more than 200 staff 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](mailto:jobs@advanzia.com)

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

