



**LOOKING FOR MORE THAN A JOB?**  
**JOIN US!**



## **CUSTOMER SERVICE OFFICER (M/F/D) – ITALIAN MARKET**

The Customer Service 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 Officer, you will be responsible for the following activities:

- Execute all back-office operations linked to credit card operations
- Support with day-to-day processes
- Deal with e-mails/emails/calls from customers
- Provide support to customers
- Contribute to maintaining the level of quality of the customer service team
- Ensure that customer data are kept up to date
- Handle customer credit card and account statuses (creation, cancellation, replacement, changes, etc.)
- Report inaccuracies to the team lead
- Contribute to enhancements of daily routines, processes, systems, and applications
- Handle administrative tasks such as filing
- Conduct a second-line KYC and AML verifications and accept/reject applicant data accordingly as part of the account opening process

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

- University degree in Banking, Business Administration, or an equivalent degree
- First professional experience a similar position involving customer service
- Proficiency in Microsoft Office and banking applications
- Experience in working in an international and multi-cultural environment
- Knowledge of financial products, ideally in credit cards would be an asset

# WORKING FOR ADVANZIA

## THE UNCONVENTIONAL BANK

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

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- Strong written and verbal communication skills
- Good interpersonal and listening skills combined with a solution and result oriented mindset
- Good customer service approach and dynamic personality
- A precise, structured, and accurate working style with an eye for detail
- Ability to react quickly, set priorities and meet deadlines
- Ability to work autonomously, take initiative with minimal supervision and be a reliable team player
- Very good knowledge of Italian and a good command of English, both written and spoken, is a requirement
- Other language skills such as French, Spanish, or German will be considered as an advantage

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

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- Attractive benefits as part of the banking collective agreement
- Wide range of additional benefits, e.g. Sympass, luncheon vouchers, transportation allowance, etc.
- On-the-job training
- Dynamic and international work environment
- 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.

