

CUSTOMER SERVICE OFFICER

Looking to kick-start your career in Customer Service? We've got the perfect opportunity for you! As part of the Customer Service department, you will play an important role in to how Advanzia interacts with our customers to support the complaint management team developing lean and efficient processes.

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

- Advise customers and act as the mediator between the customer and the bank; manage communication with customers, financial institutions and other banks
- Provide administrative support, including filing, backoffice processing for credit card operations, and prompt response to customer inquiries across multiple communication channels
- Maintain accurate customer data records
- Verify applicant information and determine eligibility for new account openings in accordance with KYC and AML requirements customer data records

- Work collaboratively across the team to ensure data accuracy
- Manage daily workflow through accurate reporting and processing of credit notes and transaction bookings
- Provide operational support related to credit card service
- Help ensure high-quality service delivery
- Follow-up on internal projects under supervision such as testing or brainstorming sessions

ABOUT YOU | Your background, skills and personality

- University degree in Business Administration or equivalent professional experience, such as a completed apprenticeship
- First **experience in customer service** with a keen interest in engaging with customers
- Good working knowledge of Microsoft Office
- Demonstration of strong analytical abilities alongside assertiveness, patience and resilience
- Familiarity with financial products, preferably within the payment industry
- Fluency in English and French is essential; proficiency in other languages is a plus

- Transparency and communication: Clear and direct communication style with a commitment to engage openly and constructively, maintaining open channels and promoting information sharing with colleagues
- Adaptability and flexibility: Comfortable working in a dynamic environment, navigating change effectively
- Collaboration and teamwork: A natural team player who thrives in a flat organisational structure and actively contributes to the collective success of the team
- Cross-functional collaboration: Experience in working collaboratively across different teams and departments to foster agility and innovation





ABOUT ADVANZIA | The European digital bank

Advanzia 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 Advanzia, 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 Advanzia 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 **#TeamAdvanzia**.

