



CUSTOMER SERVICE OFFICER – GERMAN SPEAKER

Looking to kick-start your career in Customer Service? We've got the perfect opportunity for you! As part of the Customer Service department, the Customer Service Officer will play an important role in how Advanzia interacts with our customers. Working closely with our complaint management team, you will help **shape efficient and customer-centric processes** that ensure a smooth customer service experience.

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

- Providing **friendly and solution-oriented support** to our customers, acting as a key contact between them and the bank
- Handling **day-to-day customer requests** efficiently, including matters related to estate processing
- Delivering **high-quality service** by helping to ensure a smooth and reliable customer experience
- Supporting **operational tasks** related to our credit card services
- Managing **administrative duties** such as document filing and correspondence with customers, banks and financial institutions
- Assisting with **internal reports**, processing transactions and booking credit notes
- Contributing to the **smooth execution** of the team's daily operations
- **Participating in internal projects** under supervision, including testing and brainstorming sessions

ABOUT YOU | Your background, skills and personality

- **University degree, higher education or equivalent professional experience**, such as a completed apprenticeship
- First **experience in customer service** with a keen interest in engaging with customers ideally in the debt collection and disputes area (chargeback)
- Demonstrates strong **analytical abilities** alongside **assertiveness, patience and resilience**
- **Familiarity with financial products**, preferably credit cards
- **Fluency in German and English** 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

*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**.