



CUSTOMER SERVICE TRAINEE – GERMAN SPEAKER

Kickstart your career in our Customer Service Department!

Are you eager to get **hands-on experience** at an unconventional digital bank in the heart of Luxembourg? This is your chance!

As a trainee in the Customer Service team, you will support the Complaint Management team and of get involved in a variety of activities that will help you develop a **solid foundation in customer service operations, service quality and process optimisation**.

This opportunity is a **full-time internship** for up to **6 months**. A student **visa or authorisation to work** in Luxembourg is required.

ABOUT THE JOB | Your responsibilities

Process customer requests – Ensure timely and accurate handling of incoming customer requests.

Support daily operations – Assist with credit card back-office tasks and help managing routine administrative workflows.

Engage with customers – Respond to customer queries across various channels with a service-minded and professional approach.

Contribute to daily activities – Collaborate with colleagues to support smooth day-to-day operations.

Assist on internal projects – Take part in team initiatives, such as process improvements or testing activities, as needed.

ABOUT YOU | Your background, skills and personality

Fresh grad, student or degree in hand? You either are enrolled or recently graduated with a bachelor's or master's degree in business management, economics or in a similar field.

Tech-savvy & adaptable – You have a good command of Word, Excel and PowerPoint, and you learn new programs quickly.

Customer-focused – You understand customer needs.

Strong communicator – You have solid written and verbal communication skills in German, enabling you to interact clearly and effectively.

Team spirit – You're proactive and reliable team player who contributes positively to a collaborative environment.

Open-minded – You're curious, adaptable and culturally aware.

Follow us on **LinkedIn**





Language lover – Fluent in German and English. Any other languages are a bonus.

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. Our zero-carbon Emerald building is designed to support employee health and wellbeing with various health programmes and after-work sports & social events available to all members of **#TeamAdvanzia**.