



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



## **CUSTOMER SERVICE TRAINEE – COMPLAINTS MANAGEMENT – GERMAN SPEAKER**

As a Customer Service Trainee in charge of complaints management, you will have the opportunity to obtain insights into how Advanzia Bank is committed to providing excellent service to its clients. As part of the Customer Service department, you will support the complaints management team, dealing with all other operational teams in the department and be actively involved in various activities related to complaints handling, customer service and customer satisfaction. This opportunity is a 12-month CDD (fixed-term) contract.

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

As a Customer Service Trainee, you will be responsible for the following activities related to complaints management:

- Processing of customer complaints
- Contributing to the analysis and review of internal complaint management processes
- Helping to optimise the customer service culture within the department
- Providing administrative support to the compliance function
- Creating and updating the annual complaints overview for regulatory purposes

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

- You have successfully completed a first higher education or obtained a bachelor's degree
- You have a good command of MS Word, Excel and PowerPoint
- You are able to quickly familiarise yourself with new IT systems
- You have the ability to critically review existing processes and develop ideas for new and revised processes and workflows

# WORKING FOR ADVANZIA

## THE UNCONVENTIONAL BANK

---

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

---

- A good understanding of customer needs
- Good written and verbal communication skills
- An open-minded and communicative personality
- A proactive and reliable team player
- Fluency in German and English is mandatory; any other languages are advantageous

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

---

- A full-time contract for a period of 12 months
- 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 around 200 employees 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.

