



LOOKING FOR MORE THAN A JOB?
JOIN US!



SACHBEARBEITER ZAHLUNGSREKLAMATION (DISPUTES & COLLECTION OFFICER)

German and English Speaker

The Disputes & Collection Officer is part of the Customer Service department and plays an important role in how Advanzia interacts with our customers. You will be involved in non-fraud related customer transaction disputes (chargeback handling) and collection-related activities to ensure all requests by customers, partners and financial institutions are followed up and answered in accordance with procedures and regulations.

ABOUT THE JOB | What will you do?

As the Disputes & Collection Officer, you will be responsible for the following activities:

- Handling of all non-fraud related customer transaction disputes
- Take care of back office operations related to disputes and collection activities
- Provide advice to our customers and act as a mediator between cardholders or financial institutions and Advanzia
- Perform administrative tasks such as filing, answering emails and calls from customers, financial institutions and other banks
- Follow up on chargeback and collection cases

ABOUT YOU | What's your background?

- University degree in business administration, banking, economics, law or similar
- Professional experience in an international environment
- First relevant experience in a similar role is considered an asset
- Good knowledge of IT tools and Microsoft Office (Word, Excel, PowerPoint)
- Knowledge of chargeback rules (Mastercard & Visa) is advantageous

WORKING FOR ADVANZIA

THE UNCONVENTIONAL BANK

WHAT WE EXPECT | What are your skills?

- Strong written/verbal communication and interpersonal skills
- Customer-minded with commercial skills
- Good organisational skills
- A proactive and reliable team player
- A precise and accurate working style with an eye for detail
- Fluency in German and English is mandatory; French is advantageous

WHAT WE OFFER | What advantages will you have?

- 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 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

Click [here](#) to find out more about your career opportunities at Advanzia Bank.

