



LOOKING FOR MORE THAN A JOB?
JOIN US!



CUSTOMER LIFECYCLE MANAGEMENT JUNIOR OFFICER (M/F)

Advanzia Bank is a European digital bank specialising in credit cards and card payment solutions for consumers, business partners and financial institutions. Advanzia was founded in 2005 in Luxembourg. With over 1.7 million active credit card customers, we are a leading online credit card issuer in Germany and have a strong presence in Luxembourg, Austria, France and Spain. As a result of our continuous growth, we offer many job opportunities for dynamic, skilled and open-minded team players!

ABOUT THE JOB | What will you do?

Customer Lifecycle Management is part of the Marketing & Sales department and is responsible for driving both business success and customer experience along the customer lifecycle. The Customer Lifecycle Management Junior Officer will be responsible for the following activities:

- Work closely with the Head of Customer Lifecycle Management to develop, monitor and optimise campaigns for existing customers in order to drive activation, increase card usage and enhance retention
- Support existing cross-sell activities linked to credit cards
- Compile, analyse and deliver regular process and campaign performance reporting using SQL and Excel
- Optimise internal processes and workflows related to customer lifecycle together with IT, Marketing and Customer Relations
- Relationship management with business partners and vendors such as insurance providers, product specialists and telemarketing teams

ABOUT YOU | What's your background?

- Bachelor's or Master's degree in Business/Marketing/ Business Informatics or comparable education
- First experience with marketing campaigns (online, telemarketing, print) is required
- Analytical thinker who likes working with large sets of data and numbers
- Preferably some knowledge of the financial sector, ideally the credit card or consumer finance industry
- First experience in a sales-focused, goal-oriented environment is an asset

WORKING FOR ADVANZIA

THE UNCONVENTIONAL BANK

WHAT WE EXPECT | What are your skills?

- Excellent MS Office (Word, Excel, PowerPoint) skills
- Creative talent for designing marketing campaigns as well as management reports
- Very good verbal and written communication skills
- Self-organised and proactive approach
- Ability to work in a fast-paced environment
- Team player with a results-oriented way of working
- Fluency in English and fluency in another European language (German, French, Spanish or Italian) is required

WHAT WE OFFER | What advantages will you have?

- Attractive benefits as part of the banking collective agreement
- Wide range of additional benefits, e.g. Sympass, luncheon vouchers, transportation allowance, etc.
- On-the-job training
- Dynamic and international work environment
- Participation in various CSR initiatives

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, and we are always looking for talented and enthusiastic people to join our team.

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

