



RELATIONSHIP MANAGER

(M/F) – FULL TIME

Advanzia Bank S.A. is a European online direct 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 one million active credit card customers, we are a leading online credit card issuer in Germany and have a strong presence in Luxembourg, Austria and France. Moreover, we recently launched our no-fee credit card in Spain.

As a result of our continuous growth, Advanzia offers many job opportunities for dynamic, skilled and open-minded team players. We are currently looking for a Relationship Manager to join our Professional Card Services business unit.

ABOUT THE JOB

The Professional Card Services business unit provides exclusive payment solutions to private banks and financial institutions. The department deals with the onboarding of new partner banks, external sales activities, relationship management, expansion of business with existing partners, and the overall development of the card servicing solution. The Relationship Manager will be responsible for the following activities:

- Building relationships with key contacts at existing partner banks
- Monitoring the service quality and driving improvement efforts
- Monitoring the running of the card program in order to reach the maximum penetration within the clients' databases
- Initiating contact and driving sales towards potential new partnerships
- Building action plans with activities required to strengthen and grow the client relationship
- Identifying growth opportunities within partner group companies
- Being the first level of escalation for partners and taking responsibility and ownership for solving any issues raised by the partner banks
- Reviewing progress and KPIs with clients on a regular basis
- Implementation of new card programmes

ABOUT YOU

- University degree in Business Administration or equivalent work experience
- Relevant work experience as an Account Manager or Business Developer, ideally within the financial sector or credit card industry
- Strong account management and relationship building skills
- Demonstrated ability to communicate, present and influence effectively at all levels of the organisation
- Proven ability to manage multiple projects at a time, while paying strict attention to detail
- Ability to formulate key sales and customer services texts



WHAT WE EXPECT

- Excellent communication and presentation skills, as well as a natural ability to conduct sales negotiations
- Strong interpersonal skills, ability to interact with different types of individuals and hierarchy levels
- Self-starter, goal-oriented and top performing individual, keen on taking part in new sales challenges
- Fluency in English; French, German or other languages are advantageous

WHAT WE OFFER

- 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 180 staff from all over Europe. 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!

