



AMFIE is a rapidly growing, financial services mutual association governed by Luxembourg's financial regulations. Its worldwide-based members are active and retired intergovernmental organizations' civil servants. The scope of AMFIE is to provide its members with a large range of financial services and products designed to meet their needs as international civil servants.

AMFIE is looking for a:

Junior Customer Service Officer (m/f) Permanent contract

Your mission:

The Junior CSO will manage AMFIE's relationships with its members in order to ensure their full satisfaction. He/she will act individually or in coordination with his/her team in order to efficiently serve the members request. He/she will actively support the team members in their daily activities.

Your tasks:

- Answering any question raised by the members (by e-mail, telephone or postal mail)
- Managing incoming phone calls and emails, as well as physical meetings
- Identifying and assessing members' needs to achieve satisfaction
- Providing accurate, valid and complete information to the members, respecting communication procedures, guidelines and policies.
- Supporting the senior CSOs of the team
- Handling queries, providing appropriate solutions and alternatives within the time limits – following up to ensure resolution
- Liaising with other departments

Your profile:

- 1 to 5 years proved experience in a customer support role, ideally in a financial institution,
- At least 2 years post-secondary studies in Business Management, Finance or sales
- Strong verbal and written communication skills.
- Fluent in French and English, both written and spoken,
- Customer orientation and diplomatic skills
- Willingness to learn on an ongoing basis

We offer:

- A permanent working contract
- A long-term career path within an international fast-growing financial institution,
- Good work-life balance

To apply for this position, please forward your CV and cover by e-mail: hr@amfie.org.

The selected candidate shall provide a criminal record before the beginning of his working contract

Only the candidates meeting these specific qualifications will receive an answer.