

# CLIENT SERVICE INTERNSHIP

(Technical side)

LUXHUB is a leading FinTech, Open Finance pioneer and Payment Institution, headquartered in Strassen, Luxembourg.

As PFS (Professional of the Financial Sector), licensed Account Information Service Provider & Payment Initiation Service Provider, and REGTECH100 2022 company, our purpose is to empower the entire digital ecosystem, enabling all actors to embrace the challenges of Open Finance. Our motto says it best: "Shaping the future of finance. Together."

As a fast-growing company, we do need YOU to support our development. We are expanding our team with skilled, motivated, open-minded entrepreneurial people, and are now looking for an exceptional CLIENT SERVICE INTERN.



You will join a rapidly expanding team of 35+ across all departments, with a high level of skill, motivation, openness and entrepreneurial spirit. LUXHUB is a diverse, international company, with 13 different nationalities already represented across the workforce.

## KEY RESPONSIBILITIES:

- Support interaction with customers and third-party providers on a daily basis, leading every aspect of on-boarding and integrations – both from a project management perspective (communication, planning, coordination, follow-up) and a business analysis perspective (understanding, elicitation, formalization of functional and technical requirements) – in order to **ensure the highest level of customer satisfaction**.
- Work hand in hand with sales, product and IT teams to assist customer onboarding, requests and needs from a functional and technical prospective.
- Assist the team in handling complaints on any major incidents, with customers and authorities.
- Respond to customer inquiries related to due diligence requirements.
- Source of proposals to improve processes and best practices within the function.
- Refine and assist in implementing procedures and processes of the function, based on the available policies and other documents.

If you are interested in working in a start-up environment, facing new challenges everyday together with a highly motivated team, please send your application with detailed curriculum vitae to “[guillaume.hombourger@luxhub.com](mailto:guillaume.hombourger@luxhub.com)” – reference “Client Service Intern”.



Please note that during the last final step of our selection process, we will ask you to provide us with the bulletin number 3 of your Luxembourgish criminal record and with the equivalent from your countries of residence in the last 5 years (if applicable).

You are hereby informed that LUXHUB will process your personal data within the context of the recruitment process when you answer to one of our job offers or send us an application spontaneously. LUXHUB is in this context acting as data controller and your personal data will be disclosed internally with the relevant persons involved in the recruitment process. In order to verify the accuracy of the information provided, LUXHUB may perform checks based on professional related information available on public websites. LUXHUB will store your personal data for a period of up to six (6) months from the date of closure of the recruitment process. If you want to exercise your data subject access rights, please contact us at [dataprotection@luxhub.com](mailto:dataprotection@luxhub.com) or LUXHUB, Attn. DPO, 153-155D Rue du Kiem, L-8030 Strassen. In accordance with applicable data protection legislation, you also have the right to lodge a complaint with the CNPD.