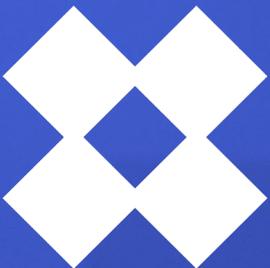


# IT CLIENT SERVICE OFFICER

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 2025 company, our purpose is to empower the entire digital ecosystem, enabling all actors to embrace the challenges of **Open Banking & 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 Client Service team with skilled, motivated, open-minded entrepreneurial people, and are now looking for an exceptional IT CLIENT SERVICE OFFICER.



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 10+ different nationalities already represented across the workforce.

## KEY RESPONSIBILITIES:

- **Interact with customers and third-party providers** on a daily basis, leading every aspect of onboarding 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 **coordinate customer onboarding, requests, and assist customers with account setup, configuration, and updates.**
- **Improve processes and best practices** within the function.
- Define / validate and **implement procedures and processes** of the function, based on the available policies and other documents.
- Collaborate with other departments, such as sales, marketing, and product development, **to ensure a seamless customer experience and identify leads for cross-selling products.**
- **Maintain accurate records of customer interactions and transactions.**
- **Create Service Delivery Report** on customer support metrics, such as response times, issue resolution rates etc...
- **Handle complaints on any major incidents, with customers**

# REQUIREMENTS:

- Degree in a related field such as **finance, business, or technology** is preferred;
- **Strong knowledge of financial technology** and the fintech industry with the ability to understand and explain technical concepts to a technical audience as well as C-levels.
- **Open Banking knowledge** would be considered an asset
- **3 to 5 years of experience** in Project Management or Client Care/Support in a technology intensive department, preferably in the financial sector
- **Analytical and problem-solving skills**, great attention to detail
- **Outstanding verbal and written communication** – you are fluent in French and English. Additional languages would be considered as an asset
- You are autonomous, flexible, enthusiast and team player
- **Strong organizational skills and ability to coordinate and manage multiple tasks and activities** simultaneously
- Customer satisfaction and **quality oriented**
- **Comfortable within a start-up environment**, with a demonstrated entrepreneurial spirit
- **Comfortable knowledge in new technologies**, coding, AI...would be considered as a plus.

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 “[jobs@luxhub.com](mailto:jobs@luxhub.com)” – reference “IT Client Service Officer”.



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.