

is looking for an

## Intern Customer Care (m/f)



Duration : 6 months

Location: Munsbach, Parc d'Activité Syrdall,  
Grandé-Duché de Luxemboug

### Profil

#### Minimum required criteria

- Finalizing his studies in administration, languages, law or a related field or equivalent work experience
- Be passionate in administrative task and well organized
- Show discipline, strong synthesis and strength in problem analyzing
- Work carefully, focused and customer-oriented
- Show a positive attitude versus the dealing of complaint
- Be familiar in standard applications of MS office
- Show excellent communication skills in English as well as skills in French and/or German (spoken and written)

#### The ideal candidate:

- Luxembourgish is considered as an advantage

### Main duties

- Assist & Support the customer care team to handle Luxair and LuxairTours's customer complaints
- Conduct in depth research for the various complaints domain
- Other responsibilities will eventually be assigned based on demonstrated performance during the internship (e.g. workflows, benchmark, procedures)

**Applicants who are no longer registered at a school, academy or university will not be considered for this internship**

#### Contact Information - Human Ressources

Department: [recruitment@luxair.lu](mailto:recruitment@luxair.lu)  
LuxairGroupLuxembourg  
L-2987 Luxembourg

If you are interested in this internship please visit our homepage : [www.luxairgroup.lu](http://www.luxairgroup.lu) / careers and apply online under "Internship Customer Care (m/f)"

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