

# Luxembourg Jobs Expertini®

## Administrative Officer/Customer Service (f/m/d)

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Company: Dennemeyer

Location: Luxembourg City

Category: other-general

### Your tasks

Manage, maintain and update client specific portfolios

Monitor internal and official deadlines in our patent annuity database

Handle all client related enquiries with professionalism and discretion

Deal with client requests and provide accurate and efficient resolution to them via phone, email and/or online portal

Act as customer liaison when working with cross-functional teams to resolve customer requests

Communicate patent related information efficiently to other Dennemeyer departments and customers globally

### Your profile

Ideally Professional diploma or qualification in a related field (e.g., Commerce or Administration) or working experience in IP or a Customer Service orientated role

Positive and proactive attitude with the ability to adapt and learn quickly

Ability to work independently with limited supervision as well as in a team environment

Excellent organizational skills, able to prioritize work and meet tight deadlines

Excellent communication and problem-solving skills

Client orientated thinking

Very good command of MS Office (Outlook, Word, Excel, PowerPoint)

Fluency in English and German is mandatory (written and spoken); other languages are considered as an asset

### **Join us and grow with us!**

Develop and customize your long time career within a fast growing multinational company

Enjoy working in multicultural teams and contribute to a diverse and international working environment

Organize your lifestyle with flexible working hours

Take the opportunity to act independently and entrepreneurial in your area of responsibility and profit from flat hierarchies and short decision-making processes

Celebrate success together as one team at our various corporate events

Attend a tailor-made onboarding program as well as individual training & development opportunities

Contribute through your personality and your daily work to make an impact on our business, corporate culture, society and environment

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