

CLIENT SERVICE ASSISTANT MANAGER - ALTERNATIVE INVESTMENT FUNDS (F/M/D)

Due to our continuous growth and expansion, PANDOO Administration is looking for an individual to become a Client Service Assistant Manager who will be part of the Client Service Management team and will interact with internal and external professionals. You will oversee a range of administrative and relationship responsibilities for a number of alternative investments funds clients. You will report to the Director of the Client Service Management team and will contribute to the development of strategic client relationships.

YOUR RESPONSIBILITIES

- ✓ You provide outstanding customer service and ensure the operational teams do the same;
- ✓ You act as the primary point of escalation for client related demands and proactively manage the follow-up process;
- ✓ You coordinate internal contacts and workflow to ensure client requests and service level are met;
- ✓ You be responsible for establishing and maintaining funds governance tools such as Operating Memorandums and KPIs amongst others;
- ✓ You support client transition from the onboarding to the day-to-day operations;
- ✓ You actively participate in cross business lines and client projects;
- ✓ You support and assist during the sales process;
- ✓ You support, organize and lead client calls and meetings.

YOUR PROFILE

- ✓ You have a degree in business, finance, law or economics;
- ✓ You have at least 5 years of experience within the alternative fund industry;
- ✓ Preferably, you have gained client service experience in a previous position;
- ✓ You have a strong desire to deliver high quality client service;
- ✓ You have strong interpersonal skills, a positive and can-do attitude;
- ✓ You have strong organizational skills; good presentation and excellent communication skills (verbal and written);
- ✓ You are solution-oriented;
- ✓ You are fluent in English and German;
- ✓ You are a real team player and have a collaborative mindset.

OUR SERVICES FOR YOU

- ✓ Unlimited employment contract with flexible working hours/ good work life balance
- ✓ Competitive salary package
- ✓ Annual leave above legal minimum
- ✓ Space for individual responsibility and initiative
- ✓ Regular, individually tailored opportunities for continuing professional development
- ✓ Diverse working environment in a central location
- ✓ Friendly and dynamic team with flat hierarchies and a family-like atmosphere
- ✓ Attractive social benefits: lunch vouchers, pension plan, sports allowance & referral program
- ✓ Variety of team events

ABOUT PANDOO

PANDOO Administration, founded in 2009, is an independent, CSSF regulated, company and offers as a professional of the financial sector (PSF) high-end & tailor made Luxembourg company domiciliation, corporate, accounting and administration services for both, regulated and unregulated entities.

NEW ADDRESS:

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[PANDOO.LU](https://pandoo.lu)