

# Call for Student Job in Customer Support (ErasmusCareers)

**ESN** is looking for a Student Job employee to join its Brussels headquarters for 8 hours per week, providing customer support for the ErasmusCareers platform throughout the 2026–2027 academic year. The position will be offered through successive three-month contracts covering the academic year.

**ErasmusCareers** is ESN's platform connecting students and young people with international job and traineeship opportunities. The platform allows companies and organisations to publish opportunities for mobile students and young people, while providing users with a central place to search and apply for positions abroad. The Customer Support Assistant will contribute to keeping the platform reliable, up to date and user-friendly for both job seekers and employers.

**ESN** is currently running several online portals, such as **erasmuscareers.org**, **inclusivemobility.eu** and **esncard.org**. For this reason, the international headquarters in Brussels is looking for a **Customer Support - Student Job** to start as soon as possible (the exact starting date is up for discussion).

**Erasmus Student Network (ESN)** is the biggest student network in Europe, with over 514 local organisations ("sections") active in Higher Education Institutions in 44 countries. ESN has been supporting student mobility since 1989 and has its international headquarters in Brussels.

## Job description

While the primary focus of this position will be the ErasmusCareers platform, the Customer Support Assistant may also be required to provide support for other ESN online platforms and services, depending on organisational needs.

Tasks will include:

- answer general queries on [erasmuscareers.org](https://erasmuscareers.org);
- maintain the integrity of the platform by checking the validity of job and traineeship placements and ensuring offers abide by the terms and conditions of the platform;
- answer queries from students and job seekers regarding published offers;
- validate companies and organisations wishing to register on the platform;
- communicate with companies and organisations regarding their registrations, job and traineeship offers, and any required corrections or updates;
- monitor published offers and follow up on outdated, incomplete or potentially problematic listings;
- maintain and update platform guidelines;
- provide monthly reports on platform statistics.

## Qualifications & Requirements

The Customer Support Assistant - Student Job should:

- be a student enrolled in a Belgian University;
- be allowed to work under the [student@work](#) conditions in Belgium and have sufficient student working hours available to cover the position throughout the 2026–2027 academic year;
- be fluent in English;
- have an understanding of technical tools and be comfortable learning and using online platforms;
- have a good knowledge of Google Suite/Workspace and Microsoft Office (Word, Excel, PowerPoint...);
- be organised, precise, meticulous and responsive;
- be comfortable working in a multicultural environment.

## Highly valued

- Interest in working in the Education sector and supporting students and young people in finding international job and traineeship opportunities;
- Previous experience in customer support, administration or communication with users and organisations;
- Knowledge of Google Analytics or other data/reporting tools.

## Term and conditions

- Brussels (Belgium) based position: applicants need to come to the ESN office (European quarter area) to perform the task (time and days can be agreed upon after a successful interview);
- Starting date: as soon as possible, exact date to be discussed at the interview;
- Three-month contracts covering the 2026–2027 academic year, with the possibility of renewal between contract periods;
- 8 hours per week, divided into two half-days of 4 hours each, to be worked at the ESN office.
- Salary of 13.62 EUR per hour;
- Workplace insurance;
- Casual, friendly work environment.

In order to apply, please **send your application, including a CV and motivation letter, via [this form](#)** no later than **22.10.2026 at 23:59 Brussels time**. Interviews will be online shortly after that.

Should you have any questions, please do not hesitate to contact [trassa.nifhloinn@esn.org](mailto:trassa.nifhloinn@esn.org).