

Call for Student Job in Customer Support (ESNcard)

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

ESNcard is the official student membership card of the Erasmus Student Network, providing students and young people with access to discounts and benefits from a wide range of local, national and international partners across Europe. The ESNcard is also an important tool for ESN sections and partners, helping connect students with opportunities, services and experiences while supporting the wider mission of ESN to foster student mobility and intercultural exchange.

ESN is currently running several online portals, such as esncard.org, erasmuscareers.org and inclusivemobility.eu. 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 open 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 ESNcard 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 regarding the ESNcard and the discounts and benefits available through esncard.org;
- answer queries from students and ESN members regarding ESNcard purchases, activation and discounts;
- support the management and maintenance of ESNcard discounts and partner information on the platform;
- validate and update information related to ESNcard partners and discounts;
- check that discount information is accurate and complies with the relevant ESNcard guidelines and requirements;
- support ESN sections and partners with questions or issues related to the ESNcard;
- maintain and update relevant platform guidelines and documentation.

Qualifications & Requirements

You 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 operating them;
- 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 mobile young people;
- Interest in the ESNcard and its role in supporting student mobility and providing benefits to students across Europe;
- Previous experience in customer support or communication with users, partners or organisations;
- Good communication and interpersonal skills;
- Experience working with online platforms or content management systems.

Term and conditions

- Brussels (Belgium) based position: applicants need to come to the ESN office (European Quarter area) to perform the task (specific time and days can be agreed upon after a successful interview);
- Starting date: as soon as possible, exact day 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.