

CMS Global Account Manager

Atradius

The Atradius Group provides trade credit insurance, surety and collections services worldwide, and has a presence through 160 offices in 52 countries. The products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit. At Atradius, we believe in personal development and the Growth Mindset. Our Culture is based on teamwork, reliable accountability, constantly improving and unrivalled service. Read on more on our Career site: <https://careers.atradius.com/en/careers>.

Atradius Collections

Atradius Collections provides efficient, quick and flexible solutions to collect domestic and international trade debts. With a global network of collections specialists, lawyers and insolvency practitioners worldwide, Atradius Collections serves over 15,000 customers, supporting them to reduce client's trade risks through our efficient Business to Business focused trade invoice collections services such as Standby Services, Invoice Verification and Factoring transactions. Atradius Collections is a business unit of Atradius Group, part of Grupo Catalana Occidente, one of the leading credit insurers in Spain and worldwide.

Job Description

Joining our team with a passion for integrating our suite of Credit Management Services (CMS), you will play a key role in building and sustaining strong, long-term relationships with key stakeholders. As a Global Account Manager, you will be responsible for developing and executing strategic account plans that deliver measurable customer value, accelerate commercial growth, and drive customer transformation initiatives. Acting as a trusted advisor to clients and a strategic partner to Business Development Managers, you will ensure seamless cross-functional coordination and execution. In doing so, you will elevate customer engagement beyond transactional interactions building long-term value driven partnerships.

In this position your key responsibilities will be:

- Managing a portfolio of financial sector clients in close collaboration with Business Development Managers, ensuring strong client engagement and growth
- Developing and maintaining comprehensive account plans, aligned with clients' short and medium-term strategic objectives.
- Expanding and strengthening existing relationships, leveraging both internal expertise and external networks to deliver a seamless "one-stop-shop" client experience.
- Engaging regularly with key clients and partners, providing updates on performance, gathering feedback, and addressing service delivery and commercial requirements in a timely manner.
- Collaborating closely with global Collections Account Management teams to enhance customer satisfaction, optimize service delivery, and identify cross-selling opportunities.
- Supporting Business Development Managers in identifying and pursuing new opportunities, including preparing and delivering high-quality client presentations and proposals.
- Driving adoption of digital tools and platforms (e.g., Credit IQ), as well as promoting new service offerings to clients.
- Presenting tailored solutions and engaging stakeholders at all levels, including senior leadership, while providing regular performance feedback to senior management.
- Identifying market needs and service gaps and providing structured feedback to support continuous product and service development.

What qualification should you have?

A preferred candidate will demonstrate the following:

- Deep expertise in Order-to-Cash (O2C), Accounts Receivable, and Working Capital management, with a strong understanding of end-to-end financial processes.
- Proven experience within Financial Services, particularly in delivering both conventional and structured funding solutions, including Factoring, Trade Finance, Asset Finance, Working Capital, and Payments & Cash Management (PCM).
- Strong knowledge of Accounts Receivable and Payable processes, combined with a solid understanding of financial structures and financing solutions.
- Extensive experience in international account and channel management, ideally within a multinational, matrixed, and cross-functional environment.
- Analytical capabilities, including the ability to interpret key financial metrics, P&L statements, balance sheets, financial ratios, Working Capital (WoCa), and Cash Conversion Cycles.
- Highly collaborative team player with excellent organizational and time-management skills, adopting a full lifecycle (“cradle-to-grave”) approach to sales and client management.
- Proven ability to build and maintain strong relationships with internal stakeholders (sales/account managers) and external partners, advisors, and clients.
- Exceptional communication and presentation skills, with the confidence to engage and influence senior stakeholders, including C-suite executives.
- Experience in credit insurance is an advantage.
- Strong commercial acumen, with demonstrated expertise in business analysis, data interpretation, and information management.
- Ability to synthesize insights from multiple data sources and translate them into actionable strategies and client solutions.
- Client-focused mindset, with the ability to convert client needs into structured, realistic solutions aligned with overall business strategy.
- Skilled stakeholder manager, capable of influencing and coordinating across multiple levels and functions.
- Results-oriented and target-driven, with a strong sense of business ownership.
- High proficiency in written and verbal communication, ensuring clarity and professionalism.
- Strong organizational, presentation, and time-management skills, with attention to detail.
- Experience using CRM systems and digital sales tools, maintaining accurate reporting and pipeline management.
- Willingness to travel within Europe and occasionally internationally.
- Fluent in English; additional languages are a plus.

What do we offer?

- A dynamic, international and challenging work environment
- Training and support to reach your full potential including the opportunity for continuous professional development
- Attractive terms and conditions, including competitive salary, pension package and a range of flexible benefits and rewards
- Challenging tasks with individual development and training opportunities

Equal opportunities for all

The success of our organisation stands with the quality of our people and the ideas they have. Insights and innovative solutions for our customers are the result of an interplay of cultures, knowledge and experience. That is why diversity is extremely important to Atradius. To ensure that all colleagues within Atradius can develop their qualities, we promote an inclusive culture in which everyone feels involved and valued. We encourage and welcome everyone to apply to our positions. *worldwide in credit insurance.*

