

Regional Collections Manager – North America

Downers Grove

Competitive salary + 20% annual bonus

Atradius Collections

Atradius Collections is the go-to partner for swift, efficient, and flexible B2B debt collection solutions internationally. With a powerhouse network of collections specialists across the globe, we proudly serve over 15,000 customers. Our mission is to help mitigate trade risks with our Business-to-Business trade invoice collection services, including Standby Services, Invoice Verification, and Factoring transactions.

As a dynamic business unit of the Atradius Group, we are part of the Grupo Catalana Occidente—one of the world's leading credit insurers. Join us and experience the unparalleled expertise and dedication that sets us apart in the world of trade debt collection!

Job Description:

As Regional Collections manager your role is to lead our B2B Collections Operations team, ensuring excellent service delivery and customer satisfaction. You will be part of the global operational leadership team, responsible for translating and implementing our global strategy in your region.

Main responsibilities include:

- Management, coaching and guidance of the operational team. Recognizing individual training needs and implementing development plans to foster both individual and team growth.
- Increase customer satisfaction within the region through improved service delivery, in both terms of quality and quantity.
- Ensuring close co-operation with key internal stakeholders for other departments (Claims, Account Managers, etc.).
- Acts as the licenses network representative for the different states and ensures with the local (management) team members there is compliance to maintain the state licenses across the USA.
- Works closely together with the Americas Commercial leader to assess new prospect opportunities. Acts as face of our service delivery to the external market, partners, prospects and customers.

Requirements for the Job:

- Experience in debt collection and the collections service industry, preferably within the business to business environment. Has a clear understanding what market competitiveness in the USA markets and what is desired from a technology perspective to meet/exceed market needs.
- Experience of all aspects of people management including recruitment, development and performance management
- Experience in operational service delivery, sound judgment and ability to assess cost effectiveness of actions
- Strong customer focus and mind set.
- A comprehensive knowledge of US legal procedures is required.
- Language skills: English (any other language is an asset)
- Strong communication skills
- Flexible and highly motivated
- Target driven
- Proven negotiation skills, business orientation
- Driven, problem solver, ability to work well under pressure, prioritise and achieve deadlines.
- Self starter, motivated and flexible in approach.
- An innovative and creative thinker who drives improvements through to successful implementation.
- Proven team player, with ability to work on own initiative. Leads by example

- Preferably higher education
- Willingness to travel internationally for training and projects

What do we offer?

- Relocation package
- Excellent career development opportunities – We are looking for someone with leadership potential to further develop and grow in the region and/or globally.
- Opportunities for international business travel
- Full suite of benefits – healthcare, 401k, 100% company paid short and long term disability,
- PTO, sick time and 19 paid holidays
- Education assistance
- International movement programme (the opportunity for work for two weeks in another office location worldwide)
- Employee discounts
- Hybrid working (2 days homeworking a week)
- Parental leave

Equal opportunities for all

The success of our organization 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.

I am Atradius! - Do you want to know who we are?

Get to know Atradius colleagues in this

video: <https://www.youtube.com/watch?v=NnsgT04OpTU&t=4s>

Atradius is a global provider of credit insurance, bond and surety, collections and information services, with a strategic presence in over 50 countries. The products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit. Atradius is a member of Grupo Catalana Occidente (GCO.MC), one of the largest insurers in Spain and one of the largest credit insurers in the world.

You can find further information on our website: <https://group.atradius.com>