Collector - Fixed Term Contract

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, which forms part of Grupo Catalana Occidente, one of the leading insurers in Spain and worldwide in credit insurance.

Department Description

This role forms part of the Atradius Collections Unit within the Western Europe Region, focusing on the UK & Ireland.

Atradius Collections provides efficient, quick and flexible solutions accross all accounts receivable management areas but chiefly, collecting 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.

Credit-IQ is a new software solution launched by Atradius that automates the Accounts receivable management of businesses.

Job Description

This opportunity will involve working a portfolio of cases for debt collection, accounts receivables management for our clients and testing/implementation of new system capabilities while supporting the wider team.

Responsibilities & Duties

- Responsible for the recovery of monies owed to clients in respect of credit insured transactions or uninsured debts placed for collections.
- Direct debt chasing and liaison with 3rd party debt collectors, legal representatives and/or administrators/receivers.
- Contacting debtors by telephone in order to successfully collect on the debt that they owe.
- Improvement of collection processes and results; reduce time to collection; decrease operating expense and/or scheduled reminder calls; escalation of debt collections action; including a final notification that outlines next step if payment is not received.
- Make follow-up communications a priority to ensure that customers keep their commitments.
- Managing a portfolio of debts, implementing the agreed processes and systems to achieve desired goals and results.
- Owning and maintaining the day-to-day relationship with client, debtors and 3rd parties including negotiation over recommended action
- Assessing the cost effectiveness of taking legal action and prepare suitable cases for transfer to in-house legal team or external parties.
- Responding to customer queries on both standard and non-standard issues, ensuring a full investigation is completed to answer the customer query in full.
- Involved in wider Atradius projects, providing input and local technical knowledge to support the project group.

Job requirements - We are looking for a driven individual who is ready to learn and

develop through their role with the following skill profile:

- Experience in debt collection or accounts receivable management is desirable but not essential.
- Good communication skills both verbal and written
- Ability to present information clearly and ability to share technical information in a style appropriate to the audience.
- Sound judgment and ability to assess cost effectiveness of actions.
- Ability to assess and identify key risk factors.
- Good negotiation skills and an understanding of business transactions
- Strong customer focus
- Ability to build strong and productive relationships with both internal and external customers.
- Drive, enthusiasm and the ability to work well under pressure.
- Ability to organise daily, weekly, monthly workload and prioritises in order to achieve deadlines.
- Self-starter, motivated and flexible in approach.
- Works with others to achieve team goals, actively participates in group discussions, sharing experience, ideas and best practice.
- Identifies problems/issues in standard situations, generates possible solutions and compares with standard procedures in order to make an informed decision.
- Learns quickly and takes responsibility for own development.
- MS Office knowledge

What do we offer?

- Experience of a truly international workplace
- A dynamic and supportive team environment
- Opportunities for domestic and international travel.
- Training and support to reach your full potential, including the opportunity for continuous professional development
- Good career opportunities
- Hybrid working
- Competitive salary and annual bonus scheme
- Market leading pension scheme of up to 12% contribution (5% employer contribution with a 7% employee contribution)
- 24 days annual leave starting (plus bank holidays)
- Flexible working hours
- Employee assistance programme
- Sports and social club

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.

Do you have any questions about our offer?

If you have any questions, please contact Kelly Newton (Collections Manager) or Olivia Burgess (HR) on Kelly.Newton@Atradius.com or Olivia.Burgess@Atradius.com

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