

# Senior Account Manager Global NL

We are hiring! Within our Global NL team in Amsterdam, a position has become available for Senior Account Manager.

## **Atradius Global**

The Global team specialises in solutions for multinational organisations and financial institutions. Designed specifically for multinational clients, Atradius Global truly acts as one team throughout the world, providing aligned service and an aligned set of policy terms across all markets. We are committed to securing long-term relationships, grounded in mutual trust, which is what sets our service for multinationals apart. We support managing our customers' trade related risks and we feel can only be successful if our customers are successful. We are in it together.

## **Role Senior Account Manager – Global NL (Amsterdam)**

A position has become available for Senior Account Manager in the Global team in the Netherlands. In this role you will be responsible for several key multinational accounts in our portfolio, by delivering exceptional service and strategic support to our policyholders and broker partners.

Our team thrives on the relationships we have with our customers, brokers and Atradius colleagues. We have relationships on all levels of the customers' companies. We manage our customers' trade related risks, which means proactive working collaboratively with our customers, brokers, (key account) underwriters and claims handlers, to ensure our customers, and we, can take informed decisions. Knowledge and experience is another key driver for customer satisfaction, which means you need to be on top of the increasingly complex solutions we offer, as well as keeping up to date on economic and sector developments, geopolitical impacts, sustainability and so on. You will be instrumental in maintaining high standards of underwriting, compliance, accuracy of policy management and customer satisfaction, while also contributing to the continuous improvement of internal systems and processes.

In Global we work with one P&L for all our teams across the world. This means that you will also service accounts from customers owned by other Global teams across the world, who have a subsidiary in the Netherlands requiring local service.

If you thrive in a dynamic, international environment and are passionate about delivering value through account management, together with your team and in partnership of our brokers, we invite you to join our team.

## **Main responsibilities:**

- True ownership of your customers' accounts and understanding their (future) needs
- Maintain positive relationships with brokers, customers, and colleagues
- Find opportunities to grow the business in your customer portfolio
- Negotiate the renewal of policies and ensure appropriate pricing and underwriting of renewals and additional business in accordance with policy underwriting guidelines
- Maintain and develop knowledge of our solutions and customer's trade sector and individual customer strategies, to ensure customer loyalty and satisfaction
- Seek to understand customer needs and based on that build and present your case on policy features required
- Represent Atradius at external events and other promotional activities
- Working with our Product & Policy Solutions team and our internal and external Legal advisors to develop advanced policy wording solutions
- Seek timely governance approval on policy terms or endorsement wording

## **Job requirements**

We are looking for an enthusiastic colleague, who fits within an international team that is all about being focused on customer excellence, and has a collaborative approach and a solution mindset.

- 3+ years of senior account management experience in the Finance or Insurance industry
- University, HBO or equivalent degree
- Able to develop and execute a client strategy
- Hands-on, strong drive, self starter, team player, energetic, quick and customer focused
- Understands accountability and ownership
- Strong communication skills; both verbal and written, good listening skills and a strong desire to solve problems
- The ability to be flexible and handle multiple tasks within assigned deadlines
- Works well with Atradius tools and applications like MS Office, Symphony/ Arcade as well as

AI

- Excellent command, both written and verbal, of the **English and Dutch** language
- Ability and willingness to travel

**What do we offer**

- Experience of a truly international workplace
- Insights in the dynamics of working with multinationals. We have industry leading multinationals in our portfolio
- A dynamic and supportive team environment
- Training and support to reach your full potential including the opportunity for continuous professional development
- Challenging tasks with individual development and training opportunities
- Attractive terms and conditions, including competitive salary, pension package and a range of flexible benefits and rewards

We promote a positive and diverse working culture for all our people and value experience and expertise from a wide variety of backgrounds. Whatever your background, if you feel you meet the requirements of this role then we want to hear from you.

**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>.

**Interested?**

We look forward to receiving your application!