

Senior Account Manager - based in Dubai

About 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.

This is a wonderful opportunity to join a diverse, collaborative team based in Dubai. The role will offer the opportunity to work within the wider Middle-East Team; some travel will be necessary. You will be instrumental in delivering a first-class customer service to internal stakeholders, customers, and brokers.

The role is based in Dubai. The candidate will be employed by Orient Insurance PSJC (wholly owned by the prestigious Al Futtaim Group) in the UAE.

In this role you will be:

- Responsible for portfolio management, business retention and developing the existing customer portfolio with the aim of maximizing customer profitability.
- Actively involved in the management of customer portfolios.
- Responsible for revenue generation, risk management and function as key customer interface for the Company.
- Will be fully competent in own product or service area.
- Completes own role independently or with minimal supervision/guidance.
- Manage an assigned region/Clients

In this position your key responsibilities will be:

- Providing excellent customer service and support
- Managing and supporting broker/agents' relationships
- Developing and retaining existing customer relations with the aim of maximizing income growth
- Identifying and supporting the development of business opportunities for additional sales of services and products
- Applying an understanding, aligned to the appropriate competency level and business segment for policy structures, country requirements, legal aspects, and where necessary, cultural sensitivities.
- Providing administrative support and preparing all required information necessary for setting up draft policies, business/renewal submissions or maintaining policy records according to local procedures and guidelines
- Activating new policies and processing transfers of credit limits
- Processing cancellations of accounts and notification of cancellation of credit limits
- Assisting in obtaining documentation for claims
- Assisting with internal reporting requirements (policy performance reports) in line with Atradius's overall policies, standards, and systems
- Acting as a policy, knowledge, Atrium helpdesk for Insured's/Brokers
- What qualification should you have? The ideal candidate will have the following profile:
- Ideally be a university graduate with a bachelor's degree or above, with a focus in finance, accounting, economics, law, or business administration.
- Will have up to 3-5 years of working successfully in an Account Management/ Relationship manager role or have a strong trade credit background with a transferable skill set.
- Will possess strong analytical skills and the ability to work independently as well as sharing

expertise within the team and with brokers and customers.

- Will be a collaborator and an excellent communicator; will be able to explain difficult/complex issues clearly and simply and will be able to adapt their communication style to the audience.
- Will be able to identify key issues and patterns from partial and conflicting data; and be able to take a broad perspective to problems and be able to identify new non-standard solutions.
- Will have the ability to work in an efficient manner with strong time management skills and self-initiative. Will be resilient and adaptable.
- Will be able to support cooperation and cohesiveness amongst own team and motivate, coach and guide others.
- Will possess excellent writing & presentation skills with fluency in English.

Candidates will require a good knowledge of the local market (Middle-East) and industries.

What do we offer?

Round the year sunshine in a tax free country! And apart from this :

- 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, travel allowances and a range of flexible benefits and rewards

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.

The Company is offering a dynamic working environment. Interested candidates please apply by sending your resume, cover letter including your salary expectations by clicking 'APPLY'. We regret only shortlisted candidates will be contacted.

All information received will be kept in strict confidence and only used for employment-related purposes. A competitive salary will be offered depending on work experience.

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>