

Customer Services Representative

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>.

Department Description

The Atradius Customer Service Team based within our Commercial Unit in Cardiff, is looking to recruit a new representative to join this experienced highly motivated team.

Job Description

The successful candidate will work within a fast-paced dynamic environment, having responsibility for ensuring the Atradius Customer Service Team delivers service excellence to all our customers and brokers, while providing critical day to day support to Account Managers on all risk and policy queries. The team prides itself on having technical expertise, local market knowledge and the ability to form close relationships with customers and brokers.

The role is hugely varied, requiring an individual to understand and interpret the needs of the customer and providing a quick resolution to all enquiries received. Excellent problem solving and communication skills are key to delivering a high standard of service.

As part of this team, you would contribute to the overall strategic and operational goals, driving change, improving efficiency through operational and technological development. You will need to develop a good understanding of the Commercial and Risk strategy. Formal training will be given to obtain your underwriting authorities.

Knowledge, Skills, and Experience:

- Some experience working in a customer service environment would be preferable
- Ability to work within a large team environment, adaptable, flexible, sharing learning experiences within the team
- Good grasp of key skills, time management, technical, operational/practical approach to managing the situation
- Understands the importance of prioritising work, translating these activities into high quality responses. Service level agreements consistently met
- A committed positive attitude leading by example
- Active listener, able to grasp the customer issue
- Genuine empathy, understanding and friendliness

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
- Hybrid working (work up to 2 days a week from home)
- Competitive salary and annual bonus scheme (7.5% of salary)
- Market leading pension package (a minimum of 12% employer contribution) plus income protection insurance and 10 x life assurance cover
- Income protection scheme (covering 75% of salary plus pension contributions)
- Life assurance cover at 10 x annual salary.
- Employee Assistance Programme

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?

Melanie Lewis, Head of Customer Service is available by e-mail at Melanie.Lewis@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>

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>