

Retail Collection Officer

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Company: Euler Hermes S.A. Bruxelles Sucursala Bu

Location: Romania

Category: business-and-financial-operations

At Allianz Trade we are committed to support our employees in every step of their professional journey, provide tailor-made development programs and open gateways to international opportunities. We encourage them to take ownership and accountability, and to dare to make a difference!

Key responsibilities:

- Creating and updating C&C files and assigning them to the C&C user - checking correct allocation rules and reallocating when necessary
 - Identifying most of the system errors, procedures issues, Describing issues to the Superuser and creating US in view of creating defects
 - Closing of C&C files when requested.
 - Communicating (written) towards PH - Broker/Debtor
 - Chasing documents and information missing per mail & transferring the gathered information to the relevant stakeholders
 - Executing payment management tasks including the recording of received payments, informing collections, allocating recoveries to claim files, informing relevant stakeholders about payment, answering PH questions - complaint management
- Performs daily bank reconciliations relating to financial days for Retail Activity
- Makes weekly payments of legal fees (lawyers, bailiffs)
- Create reports
 - Executing Collections fees management tasks including invoicing collection costs to SU's, Calculating success fee for PH and recharging and invoicing legal fees to PH

- Taking care of correct data entry and maintaining data quality
- Escalation to local teams and including account manager in case of unresponsive customers (chasing via GT)
- Participating to test campaigns (corrected defect, RFC)
- Being responsible for the relationship between the company and our clients by providing support, guidance, explaining the policy conditions and the procedures, redirecting the clients' requests to the correct person and follow-up until the clients receive the needed information.

Key requirements:

Skills & experience:

- Good understanding of Claims and Collections processes and KPI, reporting and systems
- Result orientated and able to work towards zero defaulted tasks
- Team player
- Customer focused
- Flexibility and critical thinking

Educational requirements:

- working knowledge of English language
- Good user of MS Office package

Technical skills and good understanding of basic IT concepts;

- Basic accounting skills and understanding.
- ability to manage own space and time and to work in a fast-paced environment
- 1-2 years experience in customer service or secretarial activities
- bachelor degree in Administration, Finance, Insurance or Law
- Stress resistance

What we offer:

Dynamic and multinational working environment.

Opportunity to learn and grow- on the job as well as language or professional training.

Open company culture, flexible working hours / possibility of working from home.

A wide range of employee benefits - meal vouchers, gift vouchers, performance bonus, public transportation allowance, extra personal days, premium health insurance, fruit day, discounts on Allianz products, etc.

Full time permanent contract.

Modern and accessible offices.

Allianz Group is one of the most trusted insurance and asset management companies in the world. Caring for our employees, their ambitions, dreams and challenges, is what makes us a unique employer. Together we can build an environment where everyone feels empowered and has the confidence to explore, to grow and to shape a better future for our customers and the world around us. Join us. Let's care for tomorrow.

We at Allianz believe in a diverse and inclusive workforce and are proud to be an equal opportunity employer. We encourage you to bring your whole self to work, no matter where you are from, what you look like, who you love or what you believe in.

Allianz Trade is the trademark used to designate a range of services provided by Euler Hermes*. We are the global leader in trade credit insurance and a recognized specialist in the areas of surety, collections, structured trade credit and political risk.

Headquartered in Paris, we are present in more than 50 countries with 5,500 employees. In 2021, our global business transactions represented 931 billion Euro in exposure.

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