

## CUSTOMERLINE ACCOUNT ADVISOR

<b>Location:</b>	<b>Manchester</b>
<b>Job Hours:</b>	<b>Shift basis covering 8am-6pm</b>
<b>Company:</b>	<b>Euler Hermes UK</b>
<b>Salary:</b>	<b>£18-24,000 Negotiable depending on experience plus performance related bonus, non contributory pension and additional benefits</b>

### The Experts in Credit Management

Euler Hermes UK has been in business since 1918 and is part of the global leader in credit insurance Euler Hermes with presence in over 50 countries and 57,000 clients worldwide. Euler Hermes UK is part of the Euler Hermes Group and the Allianz Group.

We are a leading company in the provision of credit management solutions, a specialised field but one that is critical for the well-being of UK businesses. Credit Insurance secures trade by providing cover against bad debt should a customer become insolvent or default on payment. Our other services include credit opinions and UK and international commercial debt collections.

### Summary of Role

We are looking for exceptional relationship builders who can act as a first point of contact for all Euler Hermes UK customer requests across our core business functions; Commercial, Risk, Claims, Policy Admin and Collections. You will need to be an Euler Hermes expert who can conclusively resolve 80% of questions / requests without referral. You will be target driven and pride yourself on providing an exceptional high quality service to customers through problem solving and the promotion of Euler Hermes UK credit solution products and services.

### Responsibilities:

- Manage customer relationships over the phone expertly and across all core functions
- Take personal responsibility for the implementation of group-wide quality of service standards
- Resolve requests across all segments and channels in a customer-focused way
- Interact closely with other core function Departments
- Process non-call items (i.e., fax, letter, email)

**Requirements  
& Key Skills:**

- Market knowledge: Good understanding of the market and its specifics
- Business expertise: Several years of training and experience in Euler Hermes' core functions preferred
- Ability to adapt and quickly learn new topics
- Previous customer service/account management experience an advantage
- Interpersonal skills: Ability to liaise with members of other core functions
- Ability to empathise with customers
- Good problem solving ability
- Represent Euler Hermes UK to customers
- Experience of upselling

**Contact  
Details:**

Company: Euler Hermes UK, 1 Canada Square, London, E14 5DX

Email: Please apply with full CV and current salary details quoting the job title and reference number to [recruitment@eulerhermes.com](mailto:recruitment@eulerhermes.com)

Internal: Please ensure that you cc your line manager in to your application email.