Regional Operations Manager - Collections

Atradius

Atradius Collections provides efficient, quick and flexible solutions to collect domestic and international trade debts. With a global network of collections specialists, lawyers and insolvency practitioners worldwide, Atradius Collections serves over 15,000 customers, supporting them to reduce client's trade risks through our efficient Business to Business focused trade invoice collections services such as Standby Services, Invoice Verification and Factoring transactions. Atradius Collections is a business unit of Atradius Group, which forms part of Grupo Catalana Occidente, one of the leading insurers in Spain and worldwide in credit insurance.

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

Collections

Job Description

The B2B Collection Manager is a hands-on collections and operations leader responsible for driving recovery performance, operational effectiveness, and service delivery across the U.S. Collections operation while supporting broader regional initiatives. Reporting directly to the Country Manager, this role leads the day-to-day collection operation and serves as a key connection between the U.S. business and Regional Operations.

This position requires a leader with deep third-party commercial collections experience who understands how to manage complex B2B portfolios, develop effective recovery strategies, coach and develop collectors, resolve escalated matters, and use performance data to improve collection outcomes. The B2B Collection Manager will balance hands-on operational leadership with broader responsibility for process improvement, service delivery, client satisfaction, technology adoption, and regional collaboration.

In this position your key responsibilities will be:

- Lead day-to-day third-party B2B collection operations, ensuring portfolios are effectively managed and collection strategies align with recovery objectives, client expectations, and service standards.
- Manage, coach, and develop collection professionals, establishing clear expectations around collection strategy, negotiation, account progression, documentation, and recovery performance.
- Review portfolio performance and complex accounts to identify recovery opportunities, disputes, broken payment arrangements, and matters requiring escalation or alternative collection strategies.
- Provide guidance on complex commercial collection matters, including negotiations, disputes, business investigations, payment arrangements, skip tracing, and potential legal referrals.
- Monitor collection and operational KPIs, identify trends and performance gaps, and implement coaching, process, and strategy improvements to strengthen collection outcomes and operational effectiveness.
- Partner with Account Management and other stakeholders on client expectations, portfolio performance, escalations, and opportunities to improve service delivery and customer satisfaction.

•Identify and drive improvements across workflows, case allocation, technology, automation, reporting, and analytics to increase efficiency and collector effectiveness.
•Serve as a key Operations liaison between the Country Manager and Regional Operations, supporting regional initiatives, LDC network performance, service delivery, and continuous improvement.

What qualification should you have? The ideal candidate will have the following profile:
•5+ years of progressive commercial/B2B collections experience, with demonstrated experience in third-party debt collection or commercial receivables management strongly preferred.
•Prior experience leading, coaching, and developing commercial collection professionals, with demonstrated success improving individual, team, and portfolio performance.
•Deep knowledge of third-party B2B collection strategies, including commercial negotiations, payment arrangements, dispute resolution, settlements, escalations, and account resolution.
•Demonstrated experience managing commercial collection portfolios across varying balances, industries, levels of complexity, and stages of delinquency.
•Strong understanding of the full commercial collection lifecycle, including account placement, investigation, collection strategy, debtor engagement, dispute handling, skip tracing/business research, legal referral, and account closure.
•Ability to evaluate complex and high-value commercial accounts and determine appropriate recovery strategies based on collectability, debtor circumstances, client requirements, available information, and cost-benefit considerations.
•Knowledge of commercial skip tracing and investigative techniques, including researching businesses, organizational structures, key decision-makers, and other information relevant to recovery efforts.
•Strong negotiation, conflict-resolution, and coaching skills, with the ability to guide collectors through complex disputes, escalated accounts, and challenging debtor situations while developing sound collection judgment and strategy.
•Proven ability to use collection KPIs, portfolio data, aging, recovery trends, and account-level insights to identify opportunities, improve performance, and make informed operational decisions.
•Working knowledge of the financial and legal considerations surrounding commercial debt recovery, including identifying matters appropriate for legal escalation or alternative recovery strategies.
•Demonstrated ability to improve collection and operational processes, lead change, and leverage technology, automation, analytics, and emerging tools to enhance efficiency and collection effectiveness.
•Experience partnering with clients and cross-functional stakeholders, including Account Management, Sales, Legal, Finance, and Operations, to resolve issues and improve portfolio and service-delivery outcomes.
•Strong communication, leadership, analytical, and stakeholder-management skills, with the ability to influence across functions and balance hands-on collections leadership with broader strategic and regional responsibilities.
•Customer-focused, commercially minded, resilient, decisive, and results-oriented leadership style.
•Willingness to travel domestically and internationally as required.

What do we offer?
•A dynamic, international and challenging work environment

- **Competitive Salary:** $100,000 - $120,000 annually, dependent on experience with a 20% bonus potential.
- **Paid Time Off:** 3 weeks vacation, 8 floating holidays, 6 sick days, maternity and parental leave, office closure holidays.
- **Flexible Working:** Hybrid model with 3 days remote and 2 days onsite.
- **Insurance:** Medical and dental plans with shared premiums, Vision, Disability and Life Insurance fully paid by company.
- **Retirement Plan:** 401k with 100% company match up to 6% of salary contributions and annual profit share, pre-tax and Roth options.
- For more information check out our career page at: United States - Working at Atradius

Equal opportunities for all

The success of our organization 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?

Susan PAULSON, Human Resources, is available by e-mail at susan.paulson@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

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