

Channel Management Officer

The Channel Management Officer acts as the liaison between the company and the external partners with which Veraltis Asset Management cooperates. He/she is responsible for managing the relationship with the external partners and ensure that all operations are properly conducted in accordance with the company procedures. Additionally, he/she monitors key performance indicators and targets based on company strategy.

Main Responsibilities:

- Provides general organizational support to external partners in managing assigned portfolios and conducts telephone call audits and reviews to ensure proper communication with debtors and correct data entry into the system.
- Monitors and evaluates external partner performance by analyzing results and reports based on historical performance and agreed KPIs. Prepares reports and proposals to reduce costs and improve efficiency.
- Supervises the daily activities of the external partners, has the responsibility of training the agents who are in their area as well as monitoring their performance.
- Coordinates the external partners in co-operation with supervisors/team leaders to achieve the goals set by the company.
- Prepares recommendations based on conclusions and judgments for corrective actions and proposals for improvement aimed at enhancing the performance and efficiency of management of overdue debts.
- Ensures the proper training and continuous education of the external partner and his employees in the matters of the activities assigned to him.
- Educates, guides, and informs the external partners about the policies and procedures to be followed to ensure the efficient management of the assigned portfolio and to provide all the necessary support.
- Prepares and presents to the Management regular and extraordinary reports/Reports on the status of the cases assigned to the external partners.

Qualifications:

- University Degree in Banking, Economics or other relevant field will be considered as an asset
- English fluency both verbal and written.
- Good Knowledge of Microsoft Office.
- Proven working experience in a relevant role.
- Administrative and organizational skills.
- Ability to work under pressure and tight deadlines.
- Flexibility and rapidly respond.
- Decision making ability.
- Negotiation Skills.
- Teamwork.



We offer:

- Attractive remuneration package
- Private health and medical insurance
- Challenging work environment with international exposure
- Continuous personal development

If you are interested in working with us, please send your CV to hr@veraltis.gr.

All applications will be treated with strict confidentiality.