



Groupama
ΑΣΦΑΛΙΣΤΙΚΗ

Job Title:

Account Officer

Our Company

Groupama is one of the key players in the Greek insurance market and operates as a multi-line Insurer covering needs of more than 275.000 customers all over Greece. The Company's long history testifies its clients' acknowledgement of its reliability, expertise, and quality of services. Groupama is also consolidating its position based on professionalism and high sense of responsibility not only for its customers, but also for its employees. For that reason, our Company is certified as a Top Employer in Greece and holds three distinctions in a row as one of the Best Workplaces in our country.

About The Role

As an Account Officer you will be part of our Commercial & Customer Care Division and primarily responsible for building and maintaining strong client relationships. You will act as a point of contact with partners, addressing inquiries, resolving issues, and ensuring a smooth experience throughout our Company's policy lifecycle.

Major Accountabilities

- Develop and maintain strong relationships with partners (Brokers/Agents) while providing outstanding customer experience.
- Manage time effectively and be willing to spend a significant part of the workday outside the office, engaging with partners.
- Analyze data and use relevant tools to monitor and track sales performance.
- Stay informed on the company's products and processes through continuous learning.
- Conduct market research and competitive analysis to identify trends and opportunities.
- Adapt to evolving business requirements with flexibility and a problem-solving approach.
- Work collaboratively with internal teams, demonstrating a proactive, team-oriented mindset.

Knowledge, Skills and Experience

- 2 to 3 years of experience as an Account Officer or experience in sales, preferably in the Insurance Industry.
- Bachelor's degree in Business Administration or a related field.
- Excellent knowledge of English (oral & written)
- Excellent communication and negotiation skills with a client-first approach.
- Strong analytical skills and experience with data management tools.

- Ability to work independently and manage multiple tasks efficiently.

What we offer

The opportunity to be part of a long-standing reputable insurance company, a Top Employer in Greece!

Competitive Salary and Benefits.

The ability to evolve in a collaborative working environment.

Career growth opportunities.

If you are a motivated and ambitious professional looking to make an impact, we would love to hear from you!