

## **NBS Demand Capture Specialist**

**“Passion, Reliability, Improvement, Discipline, Excellence**

**= PRIDE”**

**NBS Center: Lisbon, Portugal.**

Nestlé Business Excellence (NBE) was been created in 2014 to lead a major transformation in the Nestlé Group, which aims at providing fuel for growth through the optimization of End-to-End (E2E) flows, the delivery of best in class business services and the support to demand focused organizations.

NBE has three goals: To simplify what can be simplified, standardize what can be standardized and share what can be shared at the highest possible level.

Nestlé Global Business Services (NGBS) is, within NBE, the structure that ensures an integrated service delivery model for Centers of Scale and Centers of Competence, and will hence be at the heart of company changes.

Do you want to contribute to the transformation of the function and to success? Are you interested to join a highly dynamic team passionate by the development of world class business services?

For our NBS Order to Cash Department, located within Nestlé Business Service (NBS) Center, Lisbon, Portugal, we are currently looking for a: **Demand Capture Specialist**

### **Key responsibilities:**

- Ensuring Demand is captured within Global and/or Market SLA´s, through both manual and electronic order methods;
- Liaise with Centre of Competence and Reference / Master Data to resolve exceptions/ failures for electronic and digitalized demand capture within the time period of defined service level agreement;
- Provide analysis and input into root cause resolution of demand failures, supporting 1 touch orders;
- Perform periodic activity relevant review´s with stream Lead Contribute to Continuous Improvements programs and standardization of processes across all markets in scope, whenever possible;
- Analyse and check KPIs on quality of services provided and present during DORs;
- Participate in KPIs trends (SLAs), root cause analysis of mistakes/errors and problem solving.

**Education and experience:**

- Degree in Accounting, Finance, Economics or similar;
- Proficiency in English;
- Good French knowledge;
- Previous Supply Chain experience is an advantage;
- Previous Customer Service and/or O2C experience is an advantage;
- Strong computer skills, including Microsoft Office applications (Word, PowerPoint, Excel) and SAP is a plus;
- Strong problem solving and analytical skills;
- Customer orientation;
- Able to propose and implement improvements in procedures.

Send your CV to [NBSLisbon.recruitment@pt.nestle.com](mailto:NBSLisbon.recruitment@pt.nestle.com)

Show us that you have excellent organization skills and follow-up skills, details oriented, that you are able to deliver results under tight timelines. You need to live and model the Nestlé Leadership Behaviours, be adaptable and open-minded, have respect for Standards, be decisive, be comfortable with ambiguity, emphatic and good interpersonal skills.

For further insight on our culture, values and principles, please read our Nestlé Corporate Business Principles on [www.nestle.com](http://www.nestle.com)

The Nestlé Group is the World's leading Nutrition, Health and Wellness Company with 89,5 billion Swiss Francs in sales in 2016, more than 328,000 employees worldwide and 418 factories in more than 86 countries. We offer an attractive and dynamic international working environment with constant opportunities for development, reflecting our conviction that people are