

Cash Collection Specialist | French Speaker

Nestlé Global Business Services is looking for extraordinary people to join our world-class team.

Nestlé, the world's largest food and beverage company, is in the process of transforming their systems, processes, and ways of working. Nestlé Global Business Services (NGBS) is at the heart of the transformation, delivering world-class business services to help the business grow further.

Position Snapshot

Location: Linda-a-Velha, Lisbon, Portugal

Company: Nestlé Business Services Lisbon (NBS Lisbon)

Full-time

Bachelor's Degree

French Speaker

Position Summary

For our NBS Lisbon Order to Cash (O2C) department, we are currently looking for a Cash Collection Specialist. Reporting to Cash Collection Lead Specialist, this professional will be responsible to manage due and overdue balances on customer account and maximizing On Time Payment for all Customers.

A day in the life of...

- Manage customer/account queries to ensure sales ledger balances are clean on customer account;
- Successful management of due and overdue balances on customer account, maximizing On Time Payment for all Customers;
- Notify Markets of uncollectable debt risks & mitigate where possible;
- Collection activities based on Market Collection Strategy;
- Respond to incoming collection concerns from the customer and internal stakeholders;
- Focus on Customer Service, ensuring good communication levels to identify and resolve problems on customer's accounts;
- Analyse and check KPIs on quality of services provided and present during Daily Operational Reviews (DOR's);
- Participate in KPIs trends (SLAs), root cause analysis of mistakes/errors and problem solving;
- Execute identified business and internal controls of Collections processes;
- Review and propose updates, through company, to the Standard Routines due to legal or process changes.

What Will Make You Successful?

- Degree in Business, Finance, Economics or similar;
- Previous experience in Collections;
- Proficiency in English and French;
- Strong computer skills, including Microsoft Office applications (Word, PowerPoint, Excel) and SAP is a plus;
- Strong problem solving and analytical skills;
- High Customer Service skills;
- Able to propose and implement improvements in procedures.

NGBS employs over 3,500 people across our global network of Shared Services Centers, and with a diverse mix of nationalities, generations, and talent, it's an exciting place to work. We rely on our extraordinary people for our success.

Do you have what it takes to be part of our dynamic team? Are you passionate about people, reliable in delivering quality services, care deeply about continuous improvement, disciplined in delivering what we promise, and brilliant at service excellence?