

Claims Management 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 Claims Management Specialist. Reporting to Claims Management Lead Specialist, this professional will be responsible to analyze and solve claims and deductions raised by different stakeholders.

A day in the life of...

- Reception, registering, assignment and categorization of all customer Claims and Deductions raised by customers and/or internally;
- 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 Daily Operational Reviews (DOR's);
- Participate in KPIs trends (SLAs), root cause analysis of mistakes/errors and problem solving.

What Will Make You Successful?

- Bachelor's degree in Business, Finance, Economics or similar;
- Previous experience in Claims and Deductions is an advantage;
- 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;
- Customer orientation;
- 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?