

Demand Capture 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 Demand Capture Specialist. Reporting to Demand Capture Lead Specialist, this professional will be responsible to capture orders from customers.

A day in the life of...

- 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;
- 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 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, Logistics or similar;
- Previous Customer Service and/or Order to Cash (O2C) experience is an advantage;
- Proficiency in English and medium level of 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?