

Romania Jobs Expertini®

Billing and Care Administrator

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Company: Goodyear

Location: Romania

Category: office-and-administrative-support

Start something great today. Go Goodyear

Location: Romania/GY Operations Romania SRL_Bucharest Remote work: Hybrid

Primary Purpose of the Position

Understand and contribute to the company and supply chain strategy

Contribute and support the company and one team philosophy by continuously developing communication skills, proactive mindset and business expertise to ensure the highest possible outcome for the customer

Know your numbers, analyse performance and propose corrective actions to realize the company targets, supply chain and team KPIs

Continuously improve services, products and processes to meet internal requirements and customer's expectations. Ensuring quality level and keeping experienced know-how into the organization

Main Responsibilities:

Maximize the reliability of our services by taking necessary actions as described in work instructions and taking proactively contact with all necessary internal partners

Billing Output conditions maintenance

Customer creation in SD (sales organization, distribution channel);

Run billing transactions for intercompany invoices - Close month end billing

Invoicing complete- and correctness: billing due list and error handling

Blocked documents: price-checks and removal of billing blocks

Mail for billing closing deadline

List of invoices blocked for VAT purpose followed up with VAT team

Claim resolution: Management of credit-/ debit notes of any kind of delivery issues and cross-functional coordination with logistics departments

Initiate carrier reimbursement in case of transport losses

Quality Management: handle customer claims in the Quality Management module (QM) - LHT Claims(Titan invoice), Z-invoice creation-Claims (LSC)

Drive swift and complete resolution for the QM notifications, provide timely and transparent feedback to the stakeholders

Proficiency in understanding the billing & customer care procedures and all relevant Order To Cash are as where customer claims can occur

Responsible to contribute specific expert knowledge to the appropriate business area in order to drive improvements for processes, systems or tools

Engage new joiners and help them understand the competencies needed to succeed in their new role and how to track progress on their learning

To Join Our Team You Will Need:

Bachelor Degree in Commercial or related field of education

Overall work experience of at least 3 years

Work experience in Billing & Systems Operations (desired)

Work experience in Sales Operations or Customer Service

Ability to: work in a team: support team goals, take initiative, seek to give and receive help and feedback; work independently in order to ensure all the requirements are met as per the schedule; work cross-functional (able to establish a strong relationship and collaboration with

the team and the stakeholders through efficient and effective communication, using standard tools and conventions, both in calls as through other media); fulfil requirements within scope and on schedule; communicate and behave professional both verbal and non-verbal in the appropriate environment; manage and consolidate high data and set the right priorities; good organizational and time management skills

Being proactive and joined-up thinking

Process comprehension (inter-sectional)

Distinct numerical reasoning and sense of accuracy

Fluency in business English, both speaking and writing

Profound IT Skills especially Microsoft Office as Excel and Power Point and SAP R/3 SD Module

Confident and professional behaviour throughout all hierarchy levels of the business

If You Join Us, You Will Enjoy:

Competitive salary package

Free private medical services

Flexible benefits from your favorite brands available on flexible benefits portal

Easter bonus

Christmas bonus

25 vacation days/year

Referral bonuses for new hires recommended by you

WFH & Flexible Working Hours

Discount price to purchase Goodyear tires

Free access to the Bookster library

Discount on products and services through agreed partnerships.

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