

Romania Jobs Expertini®

VCC Operations Executive – Romania (TGM)

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Company: WebBeds

Location: Romania

Category: other-general

We're looking for a VCC Operations Executive for our Shared Services Division. This role involves resolving suppliers and internal partners VCC related queries to avoid any disruptions to client check in or supplier dissatisfaction with our service.

Job Title: VCC Operations Executive

Department: Shared Services Finance

Location (primary):Romania (TGM)

Job Purpose

The role will involve resolving our suppliers and internal partners VCC related quires on a 24/7 basis to avoid any disruptions to client check in or supplier dissatisfaction with our service

This will include but not limited to queries submitted to the Team by internal and external phone calls, e-mails, on the spot situations, and any other matters that relate to VCC transactional processes

Ensure all VCC fraud alerts are actioned/investigated same day to mitigate loss to the company, ensure detected matters relating to potential mass scale fraud are alerted to senior management in real time

Detect and report to senior management consistent areas of improvement in particular duplicate charges, same supplier – errors in charging card, multi attempts to charge wrong card and others as agreed with line manager

To ensure VCC provider statements are received and reconciled in time for the Month-End

closing

To process payments in the bank in time for the funds to reach the VCC provider no later than statement due date as per internal procedure, ensure internal VCC payment monitoring document is completed in real time

Investigating non -matching invoices to bookings, dealing with supplier and internal departmental

Ensure all chargebacks are actioned adhering to card providers submission timelines, mitigate liability to the company for overcharges, fraud, any form of debit balances

Maintain a clean and accurate creditor's ledger and reconciliation, ensure monthly reconciliation, and highlight key issues to senior management

Maintain a strong working relationship with suppliers, contracting, Operations

To support the VCC Operations Team Leader & Senior in delivering the output of the department on time and to the standard required by the company

To provide support to the Team Leader and Senior for daily tasks and ad-hoc assignments as delegated

Ensure all suppliers are paid in accordance with contractual terms and conditions

To uphold company policy & procedure while ensuring that all internal partners also adhere to the rules & regulations agreed to by the company

Key Responsibilities.

Use initiative to resolve supplier & internal Ops, contracting VCC queries promptly and unresolved disputes respecting the SLA

Attending to external phone calls & emails from suppliers and internal teams to assist in providing on the spot VCC payments and any other payment/card charge issues as applicable

Manual VCC issuing to be actioned as applicable to scenario and to be recorded and reported periodically

Investigate VCC Fraud alerts from providers in real time, action immediately

Identify & deal with overcharges in a timely manner and in adherence to providers submission deadlines

Minimise any form of liability/debit balances to avoid loss to the company

Be proactive in combating issues that reflects negatively on WebBeds, suppliers' errors etc, be proactive in calling suppliers, re-educating them on how to charge a card and other scenarios as applicable

Updating contact details / supplier details including logging failed email addresses and updating primary system

Recognise and sort invoices via email and/or printed documents

Ensure accurate monthly VCC providers statement reconciliations, ensure VCC providers ledgers are up to date by end of month close, all postings and allocations are completed

Ensure accounting entries to financial system are accurate and completed by month end close

Reconciliation of booking adjustments from the booking platform to the creditor's ledger

Resolve un-reconciled booking queries and rates calculations according to the company policies and procedures

Processing VCC provider payments accurately and on time in accordance with the contractual agreements and statement of account due dates

Maintaining departmental policies and procedures, making suggestions for improvement

Prepares analysis and report of responded emails and open tickets daily.

Recommends process improvements and control.

Prepare KPI's analysis as agreed with line manager

Other ad hoc work as directed by the Accounts Payable Team Leader or Finance Managers

Your responsibilities may be adjusted to cater for a specific role or project

Assist the AP Team Leader and Senior Management with any finance projects as requested

Ensure support for the ERP project

Level of Financial Responsibility.

Mitigate debit balances, fraud liabilities to avoid loss to the company

Key Measures.

VCC provider statements are reconciled accurately, and postings completed by month end

VCC providers payments are submitted accurately and on time in accordance with contractual agreements

Supplier & internal departments queries are resolved to SLA and company guidelines to ensure suppliers are paid on time

Making sure all potential Fraud cases are actioned immediately

Set KPI's are prepared and met monthly in accordance with internal processes, such as charge backs, debit balances mitigation, supplier satisfaction, fraud alerts/actions

Respecting the dates for monthly reports allowing time for submission and review by Team Leader by month end close

To complete daily tasks on time so it doesn't affect other departments activities

Maintaining business and departmental internal policies and procedure

Maintain strong working relationships with Contracting and Operations

Required Experience and Knowledge.

Qualifications & Knowledge

No specific qualifications required

A solid working knowledge of Microsoft Word, Outlook and Excel (understanding formulas) is essential

Excellent problem-solving skills essential

Strong numerical skills essential

Highly accurate with an excellent attention to detail is essential

Ability to work under pressure and to tight timescales

Good verbal skills and excellent written skills in English is essential

Strong team player, positive, driven, flexible and adaptable

Experience, Skills and Behavioural Requirements

Use initiative and creativity to work around any problems that need system development to rectify

Practical use of Excel in a business environment to at least an intermediate standard (formulas, pivot tables)

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