

# Senior Account Receivable Specialist (3 positions)

Job ID  
REQ-10007222  
Jul 25, 2024  
Mexico

## Summary

Location: Mexico City #Hybrid

The Senior Account Receivable Specialist will be a part of the AR Collections Team in US Order 2 Cash and will be responsible for account analysis, resolution and reconciliations related to invoices, credits and payments.

## About the Role

### Major accountabilities

- Independently manage complex account receivable portfolios through collaboration with Customers, Customer Service, Sales/ Commercial team and other business areas for timely resolution.
- Request timely payment from assigned portfolio of accounts on invoices. Process timely refunds and adjustments, as needed, following departmental approval guidelines.
- Manage all matters related to invoice management including but not limited to invoicing, customer calls on past dues and escalations.
- Actively participate and prepare for meetings with internal stakeholders to ensure AR issues are reviewed and addressed.
- Coordinate meetings with external Customers to ensure AR issues are reviewed and addressed.
- Work closely with the Credit Manager on customer behavior and risk.
- Provide account summaries, action items and communicate [written and oral] account status to executive leadership.
- Generate, review and track statuses in the Aging Report and Open Transactions reports to ensure all line items are addressed and closed within predefined timeframes.
- Support the critical month-end financial close process and provide timely responses to all Revenue and GL Department inquiries.
- Utilize advanced skills in Excel to accumulate, organize and report on AR trends, closing periods and customer summaries. Support FRA Operations in designing reports to monitor financial results and compliance (DSO, DDO, % past due, KPIs, compliance cockpits)
- Participate in Continuous Improvement activities to improve daily processes.
- Ensure relevant NFCM controls are met. Additional tasks as designated by the AR Manager

### Minimum Requirements:

#### Education:

Bachelor/Associates degree in accounting, finance, other relevant field or equivalent experience

**Experience:**

- 3 to 5 years of experience in the role or related
- Knowledge of Accounts Receivable (exposure and expertise in invoice collections and refunds).
- Proficiency in Excel
- Excellent research, problem solving and time management skills. High level of accuracy, efficiency and accountability. Demonstrated sense of urgency based on business demands. Excellent customer service: written and verbal communication skills. Ability to build effective relationships with business partners.
- Ability to work independently with minimal supervision. Ability to work in a team environment. Process Excellence and Continuous Improvement mindset
- Lean Six Sigma preferred. SAP experience preferred. Credit risk experience preferred.
- Experience within the Pharmaceutical industry a plus.
- Language: Advanced English level

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Division

Finance

Business Unit

CTS

Location

Mexico

Site  
INSURGENTES  
Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.  
Functional Area  
Audit & Finance  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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