



Nuestro personal temporal tiene una diferencia fundamental.

Nº Autorización Administrativa: 79/0174/02

*Que no existe ninguna diferencia.*

Eures Ref.: 4910998

## Collection Norway

SELECTIVA is recruiting, for IBM important company from the software and hardware industry, native Norwegian speakers for its International Customer Service Department

### **RESPONSABILITIES**

#### **Client Loyalty / Relationship:**

- Help drive client loyalty by making IBM easy to do business with
- Take ownership of Customer issues and react with a sense of urgency.
- Focus on building client relationship (internal and external), including direct telephone contact.
- Pro-actively build internal relationships with the appropriate brand and sector contacts.
- Gain the understanding of the client's Accounts Payable department and payment approvals process
- Actively promote drive to web tools

#### **Cash Collection & Dispute Management:**

- Maximise Collection Performance to ensure cash flow.
- Take ownership and accountability of collection, aged debt, unallocated cash and dispute targets.
- Dispute identification and tracking.
- Pre-legal identification of bad debtor cases.
- Regular follow up and documentation of all cases using the appropriate tool. Forecasting when cash will arrive to IBM.
- Process refunds, write offs and other general ledger movements
- Follow the Accounts Receivable processes.

### **PROFILE:**

- Bilingual in Norwegian
- Fluent in English (Mandatory)
- Some experience in customer's service areas, mainly
- Customer oriented, international and collaborative approach
- Multi-cultural fluency and cross cultural perspective

### **TIMETABLES:**

- Monday to Friday (From 09:00 to 18:00)

### **SALARY**

- 16.000€ gross/year

### **CONTRACT:**

- Long term contract (At least 4 years)

### **CONTACT:**

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