

Collections Junior Specialist with German

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Company: Accenture Operations

Location: Gdańsk

Category: business-and-financial-operations

Collections Junior Specialist with German

Miejsce pracy: Gdańsk

Your responsibilities

Collecting due receivables from a portfolio of customers

Negotiating and establishing long-term business relationships with customers

Conducting customer account maintenance activities, such as write-offs, reconciliation, and discount applications

Utilizing prioritization lists to contact customers to optimize cash collection and reduce old debt

Engaging in phone and email communication with customers, with a focus on phone interactions

Collaborating closely with other teams to resolve customer issues

Managing customer queries effectively

Assisting the Training Team in conducting training and quality assurance activities

Performing internal checks and controls

Proactively identifying and presenting ideas for possible process improvements and

simplifications to enhance efficiency and service quality

Our requirements

Fluent German proficiency in speaking and writing at the C1 level.

English proficiency at the B2 level.

Advanced communication skills.

Competent use of Microsoft Office package, with proficiency in Excel being advantageous.

Knowledge of SAP would be advantageous.

Experience in Cash Collection role or other Order-to-Cash (OTC) processes is highly beneficial.

Expertise in handling disputes and seeing them through to resolution.

Strong time management skills.

Ability to collaborate effectively with various stakeholders.

Resilience to stress.

What we offer

Ability to work in hybrid mode (50% of time from office in Gdańsk or in Warsaw, 50% remotely)

Benefits such as Multisport card, private medical care in Luxmed, life insurance, access to MyBenefit platform, Referral Program, Employee Assistance Program, Employee Share Purchase Plan

Using foreign language and new technology solutions daily, cooperating with various global Clients.

Constant support and clear development path from your first day – dedicated Buddy, who will help you in adjusting to the new workplace.

Our commitment to communities means providing opportunities for growth to individuals from different backgrounds. We positively welcome applications from all parts of the society, including people with lived experience of having refugee status, seeking asylum or supporting refugees.

Focus on your strengths and continuous feedback enable fast professional growth, as well as new skills building by various online and classroom training.

A flexible approach that allows an appropriate work-life balance where sports activities, outings, volunteering initiatives are part of our regular day-to day life.

Commitment to reducing our environmental impact in terms of carbon, water and waste across Accenture facilities and in the communities in which we work and live by joining different initiatives.

Inclusion and diversity in practice: truly multicultural environment; we support LGBT, people with disabilities and parents. In our culture of equality, people are truly valued for their differences and free to be who they are.

Benefits

sharing the costs of sports activities

private medical care

life insurance

remote work opportunities

integration events

no dress code

coffee / tea

leisure zone

extra social benefits

shopping coupons

sharing the costs of tourist services

sharing the costs of tickets to the movies, theater

employee referral program

charity initiatives

Recruitment stages

Online application

Phone interview

Online tests (optional step)

Interview with your future Team Leader and Recruiter

Welcome to Accenture!

Accenture Operations

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organizations build their digital core, optimize their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 743,000 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities. Visit us at www.accenture.com. Accenture Operations helps clients achieve new value and productivity from their business processes by applying analytics, process acumen and industry expertise to the transactional

data and processes we manage and operate on our clients' behalf.

When applying please enclose the below statement: I hereby consent to the processing of my personal data by Accenture sp. z o.o. with its registered seat in Warsaw (00-121), at ul. Sienna 39, NIP 526-00-15-900 (Data Controller), in accordance with the Act of May 10, 2018, on the Protection of Personal Data (Journal of Laws of 2018, item 1000) and the Regulation on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (Data Protection Directive), necessary to carry out the recruitment process by Accenture. At the same time, I declare that I provide my personal data completely voluntarily. I also declare that I have been informed about my right to withdraw my consent or object to processing of data, request access to them, rectification, deletion, limitation of processing and their transfer, at any time and the right to lodge a complaint to the data protection supervisory authority.”

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www.accenture.pl/operationswarsaw Accenture does not discriminate employment candidates on the basis of race, religion, color, sex, age, disability, national origin, political beliefs, trade union membership, ethnicity, denomination, sexual orientation or any other basis impermissible under Polish law.

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