

Quality Control & Internal Audit Specialist

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Company: Advisory Group TEST Human Resources

Location: Kraków

Category: other-general

Lufthansa is the largest airline in Germany and one of the leading airlines in the world.

As the Lufthansa Group Business Services' employee you will become part of the organization that supports the aviation business. Our teams handle accounting, look after our customers' employees, run procurement processes and take care of IT applications.

Everything contributes to a great travel experience for Lufthansa Group customers.

Region: Kraków, małopolskie

Requirements:

Experience in BPO/ Service Delivery financial processes

Basis of risk and control concept

Proficient with MS Office (in particular Excel, PowerPoint)

SAP knowledge will be an asset

Very good command of English (min. B2)

Diligent, independent and systematic approach to work

Analytical and conceptual mindset

Attention to detail and focus on deliverables quality

Clear and concise documentation skills

Proactivity, can do attitude

Focused on processes harmonization & automation

Responsibilities:

Quality Control & Internal Audit Specialist is responsible for operational performance assessment of LGBS as service provider through regular assessment of Internal Controls effectiveness and Key Performance Indicators. QC&IA Specialist will work with Operational teams on root cause analysis of identified deficiencies as well as verify corrective and preventive measures in order to continuously support the company in improving operational performance. He or she will support Team Leader in providing evidence for various audits, data analysis and special investigations.

Assesses Key Performance Indicators design and results (samples testing)

Assesses Internal Controls design and effectiveness

Assesses quality of process documentation

Maintains up to date and adequate procedures for Internal ICPA processes

Supervises root cause analysis and corrective & preventive measures implementation

Successfully interacts with various internal departments (predominantly Operations and Process Management)

Actively seeks for operational performance improvement opportunities, including harmonization of processes

We offer:

beach_access

Possibility to fulfil a dream about far journeys with attractive discounts for flight tickets

local_hospital

Private medical care

home

Possibility to adjust the place and hours of work to private needs

trending_up

Attractive development opportunities

For our employees we offer:

Hybrid working model

Opportunity to work from each part of Poland during remote work

Flexible working time

New branded and modern office: 200 adjustable desks, several types of meeting rooms, bike amenities, lounge rooms and chill out spaces, cozy kitchens and excellent public transport in a walking distance

Continuous improvement environment

Supportive & friendly working atmosphere - we work towards a joint success

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Generated on: 2024-05-02 byExpertini.Com