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| <b>Role:</b>      | OTC - Senior Process Associate |
| <b>BSv Grade:</b> | A4                             |

## Role Description

### Role Overview:

As a member of the team, you will leverage your proficient knowledge of one or more processes to participate in meeting service levels, key measurement targets of the team and deliver a high quality and cost-effective service. Is proactive in ensuring the delivery of a customer-focused service to client.

As a Senior Process Associate you will be expected to:

- Have good knowledge of the process, policies and desk top procedures within their engagement
- Have good knowledge of the Client business area they support
- Displays a developing understanding of Capgemini, the way we do business, the technologies involved and operational processes & procedures we recommend based on our assets, like DGEM
- Identify simple ideas that add value to day-to-day operations or tasks and makes improvements to process within own area of remit
- Have excellent command of the functionalities of the technology used for the delivery of services in the specific client context
- Have general knowledge of CG Platforms approach and the Automation Drive Suit and DGEM Tech
- Be familiar with standard analysis tools/techniques
- Look for and gather key data and conducts a structured analysis
- Be aware of the business context for the analyzed data and can draw insights and makes relevant recommendations with coaching
- Understand that individual performance (efficiency and effectiveness) impacts the performance of the overall engagement
- Understand KPI measures and their basic impact on profitability

### General Responsibilities / Accountabilities:

- Responsible for chasing outstanding invoices from customers of our clients.
- Plays a vital role in the cash-flow of our client ensuring credit given to customers is monitored and controlled effectively
- Assists customers experiencing repayment difficulties, chase up late payments and arrange with the customer the best way forward to repay the debt.
- Manages an AR portfolio. Responsible for achieving cash collection and ageing targets.
- Negotiates, implements and documents payment solutions with customers
- Builds and maintains strong relationships with external customers

- Escalates disputes and protracted nonpayment situations in accordance with engagement policies
- Identifies frequently recurring situations at customer level, escalates such situations and suggests remedial actions
- Applies fundamental collection techniques and adjusts collection strategies to the requirement of the portfolio
- Maintains knowledge of the business area of the client that is supported
- Ensures control and compliance regulations are followed
- Able to communicate with key stakeholders across different levels in a manner that leads to desired outcomes
- Proficient negotiation skills

***Qualifications (Education/Experience/Certification):***

- Qualified CMA