WORK VAPOR

Job Link: https://workvapor.in/jobs/software-analyst-job-in-usa-viva-usa-inc/

SOFTWARE ANALYST VIVA USA INC.

HIRING ORGANIZATION

VIVA USA Inc.

EMPLOYMENT TYPE

Full-time

JOB LOCATION

Chicago, NA, Chicago, LI, United States

BASE SALARY

INR 35,000 - INR 40,000

DESCRIPTION

Job Title: Credit and Collections Specialist

Job Description:

We are seeking a skilled and customer-focused Credit and Collections Specialist to join our team. This role is ideal for someone who has a strong understanding of credit, collections, and business finance, as well as experience in coordinating with multiple departments to drive results. The successful candidate will be responsible for managing the North America customer portfolio, ensuring revenue growth while maintaining risk at a minimum level.

Qualifications:

- **Experience**: 2 – 5 years in Credit or Business Finance
- **Customer Focus**: Demonstrated experience in collections, handling customer disputes, understanding business risk, and managing working capital
- **Cross-functional Coordination**: Experience working with various departments to achieve common goals
- **Teamwork**: Proven ability to work effectively as part of a team
- **Accounting Knowledge**: Prior experience in Accounting
- **Communication Skills**: Strong verbal and written communication skills, excellent negotiation abilities, and intercultural awareness
- **Personal Attributes**: Focused, organized, result-oriented, self-motivated, and high ownership mindset
- **Technical Skills**:
    - Native or excellent proficiency in English
    - Proficient in Excel, with SAP S/4 Hana experience preferred
- **Authorization Requirements**: As per DOA FIN0020
- **Systems Access**: SFDC, SAP S4 Hana, D&B

Responsibilities:

- **Credit Management**: Issue and monitor customer credit to support revenue growth while keeping risk low
- **Portfolio Oversight**: Oversee the North America customer portfolio, aiming to achieve receivables targets, such as reducing past-due percentages and Days Sales Outstanding (DSO)
- **Cash Collection & Dispute Resolution**: Collect outstanding balances and resolve customer discrepancies, in collaboration with sales/business teams and the AR/Cash Application team
- **Policy Adherence**: Ensure consistent application of credit policies and procedures

Operational Framework:

- **Authorizations**: Adhere to authorizations per DOA FIN0020
- **System Access**: Required access to SFDC, SAP S/4 Hana, and D&B for job functions

Work Model:

- **Hybrid Schedule**: Three days in the office, two days remote, with the possibility of additional office days upon request