

Order to Cash Specialist - 1 year contract

Job ID
REQ-10053696
May 30, 2025
South Korea

Summary

• The O2C Specialist manages mainly daily sales order, billing and invoicing as well as SAP4 Hana Project to enables the execution of quality services in O2C (Order-To-Cash) process as a backfill for existing O2C team who fully involves in SAP4Hana Project This role supports Business As usual operation in O2C by having systems, documentation, compliance and reporting in place and supports LDC (Lean Digital Core) project/ SAP4 Hana enhancement project

About the Role

Major accountabilities:

- Serves as Subject Matter Expert for Sales Order & Account Receivables management, Customer management, Billing / Invoicing process with broad knowledge in customer/pricing master
- Lead cross-functional communication related to order management, Customer communication
- Operational oversight to provide services at expected levels with a clear customer focus, including managing exceptions. Provides functional guidance for the service line teams. Interacts proactively within stakeholders to ensure accurate accounting, and financial reporting. Resolve all escalated issues and disputes
- Involve SAP4 Hana Project in Sales order management, Billing/Invoicing Process for user testing and data validation
- Review all changes to current policies, processes and procedures for the functional area before final approval
- Support the measurement and delivery of service levels and KPI target
- Manage transitions and knowledge transfer, monitoring critical deliverables per agreed timelines
- Resolve all escalated issues and disputes
- Ensures productivity, continuous improvements and seamless service
- Collaborates with key stakeholders, including accounting authorities/auditors
- Manage Day to day sales order management and billing activities

Minimum Requirements:

- 5-10 years of Financial experience, with in-depth functional expertise in sales order/AR management, Customer management Operations Management and Execution in AR/ Sales/ Billing management

- Demonstrated ability to work effectively in a multi-national, matrix organization
- Previous experience in related function (Sales order/ Billing, Reporting, Customer management, Pricing/Customer master management etc) preferred
- SAP knowledge
- Experience of managing projects driving performance (e.g. SAP implementation/enhancement) is preferred
- Business level of English proficiency

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Division

Finance

Business Unit

Universal Hierarchy Node

Location

South Korea

Site

Seoul

Company / Legal Entity

KR01 (FCRS = KR001) Novartis Korea Limited

Functional Area

Audit & Finance

Job Type

Full time

Employment Type

Temporary (Fixed Term)

Shift Work

No

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