

# FRA Sr. Specialist O2C

Job ID  
REQ-10037513  
Jan 22, 2025  
Mexico

## Summary

- O2C Sr. specialist will be responsible for execution collections and achieve targets while deliver service to our international and external customers. Following complex customers and executing tactics and strategies as often as necessary, including but not limited to virtual meetings, visits and document agreements, resolution of problems etc. Also serve as point of contact to clarify disputes with customers and internal related areas of Novartis, (Customer Services, Taxes, R2R etc.)
- To provide expert advice to superiors for Financial Reporting & Accounting and manage the reporting and accounting requirements for the general ledger; to ensure compliance with external and internal accounting reporting requirements in a timely and accurate manner.

## About the Role

### Major accountabilities:

- Work with direct managers to support financial activities, decision making and general projects.
- Provide timely, proactive support on the general ledger.
- Prepare analysis or reporting with particular emphasis on accuracy, compliance and timeliness of data provided.
- Provide all data needed for internal (Financial Consolidation and Reporting System) and external reporting (including statutory accounts, national statistics and tax information) in a timely and accurate manner.
- Provides 'first line support' on SAP issues including trade receivables, cash and general ledger.
- Contribute to FRA projects at country or BU level.
- Management and monitoring of portfolio, clarifications and reports with the customers, commercial area, sales administration, customer services, Warehouse etc.
- Follow - up on; application of payments, claims and collection with customers, external and internal audits, and business reviews.
- Forecasting of collection and KPI's; DSO, ageing, bad debt provision, overdue

### Minimum Requirements:

- Bachelor's degree in accounting, Finance, Administration, or related economics fields
- Advanced Excel
- Preferable knowledge in credit and collection dealing with public customers
- Preferable knowledge in SAP and customer portals
- High level of monitoring, oriented to details and results

### Work Experience:

- Operations Management and Execution.
- Accounting
- Finance
- Collection and Credit
- Reporting

**Skills:**

- Compliant Financial and Technical Accounting.
- High Integrity Financial Compliance and Control.
- High Quality Financial and Management Reporting.
- Cashflow.
- Financial Planning, Forecasting and Benchmarking (P&L/Balance Sheet)

**Languages :**

- English

**Additional Specification**

- The O2C Collection Specialist is responsible for managing the Accounts Receivables for an assigned group of customers limiting past dues and thus maximizing cash.
- In the event a trade receivable is deemed uncollectable, they are responsible for initiating the write-off process in accordance with the Global Credit Management Guideline.

*Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.*

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?  
<https://www.novartis.com/about/strategy/people-and-culture>

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Audit & Finance

Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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## Ajustes de accesibilidad

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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