

Accounts Receivable Senior

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Company: Amadeus

Location: Bogotá

Category: office-and-administrative-support

Job Title

Accounts Receivable Senior

Are you the next Accounts Receivable Specialist we are looking for?

You will manage a portfolio of customer accounts and provide customer service as it pertains to invoices and payments for assigned territory.

You will respond to customer requests

You will be providing requested data to clients and internal departments; such as summary of accounts, sending copy invoices and other documentation

You will research payments, unallocated cash for the Americas territories.

You will call clients to chase for payments

Common accountabilities:

Analyze and collect on a large portfolio of business-to-business accounts in the hotel industry, with an estimated 250 client contacts per month via phone and email

Answer client questions, provide invoice copies and contracts as necessary to facilitate customer payment

Work with clients by phone and email to obtain payment remittance detail, reconcile payment discrepancies and resolve invoice disputes

Identify unapplied payments, recommend adjustments or refunds as appropriate

Send payment demands. Apply and review credit holds.. Suspend services on non-paying clients

Work with internal teams to solve billing disputes

Taking ownership

Position is in office Bogota Columbia

Qualifications

2-5 years of corporate collections and/or client service experience in a fast-paced, high volume environment

Bilingual Spanish, English Required

Strong communication skills, both written and verbal

International business collections experience

High energy self-starter requiring minimal supervision

Analytical with excellent attention to detail

Excellent telephone presence with above average negotiating skills

Well organized with excellent problem solving skills

MS Office proficiency – Outlook, Excel, Word

Experience with SAP & Salesforce.com are a plus

Diversity & Inclusion

We are an Equal Opportunity Employer and seek to hire the best candidate regardless of age, beliefs, disability, ethnicity, gender or sexual orientation.

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