

Johnson & Johnson Global Services, the global shared services organization supporting the businesses of Johnson & Johnson, performs select functional work in a consistent manner across regions and sectors using simplified, standardized end-to-end processes and state-of-the-art technology. The vision of Johnson & Johnson Global Services is “to be trusted business partners who deliver increasing value by creating and sustaining globally standard world-class services that enable the power of Johnson & Johnson.”

There are more than 2,000 employees in Human Resources, Finance and Procurement who work for Johnson & Johnson Global Services in key service centers located in Manila, Suzhou, Prague, Bogota and Tampa, as well as in local country-based hubs.

CASH COLLECTION REPRESENTATIVE WITH GERMAN

Location: Prague

Contract: full time, permanent contract

We are hiring Cash Collection Representative who speaks German on excellent level and has communicative knowledge of English as well. This role is great for you, if you like to communicate as there is daily communication over phone with our clients in German. This position is open to all types of candidates including people with diverse disabilities. You don't need to have previous work experience, we are glad to welcome you in our team and train you for the role.



The responsibilities & the impact YOU will have:

- Cash Collection for assigned region and customers according to the defined procedures and finance principles and legislation – mainly it's communication via phone and email with our clients in German
- Making outbound calls and responding to inbound calls promptly according to processes
- Selected Accounts Receivables and Credit Management tasks
- Respond to specific questions from local teams, customer service, audit, finance reconciliation and invoice processing groups and clarify situations when necessary
- Researching and resolving disputes and deductions that would otherwise delay or prevent payment of accounts receivable
- Placing accounts on credit hold, and releasing orders from credit hold within scope of authority
- Evaluating credit risk, making recommendations on and setting credit limits according to the defined procedures
- Meet dashboard metrics related to Cash Collection



We would love to hear from YOU, if you have:

- Proficient in German (written and oral) & good level of English (written and oral)
- Strong communication skills on the phone combined with customer first orientation
- Experience in a similar job in finance / accounting / customer service environment is an advantage
- Ability to propose solutions in diverse situations, be proactive and open to ask questions
- Eye for detail
- Team player



This is what awaits YOU at J&J:

- An opportunity to be part of a global market leader.
- A dynamic and inspiring working environment.
- Many opportunities to work on challenging projects and assignments.
- An opportunity to participate in employee engagement activities on a voluntary basis based on individual preference
- Possibilities for further personal as well as professional development.
- Many employees benefits:
- 5 weeks of vacation, home office, flexible working hours, sick days
- Meal vouchers, Cafeteria, referral award, life and accident insurance, MultiSport card
- Contribution for: Prague public transportation, language study, illness leave, pension contribution,

- Refreshment in the workplace, company gym, free sports activities, corporate events
- Employee benefits are regulated by an internal policy that contains full details regarding the entitlement and conditions for the benefits.

For more than 130 years, diversity, equity & inclusion (DEI) have been part of our cultural fabric at Johnson & Johnson and woven into how we do business every day. Our commitment to respect the dignity and diversity of all is embedded in our Credo.

We know that the success of our business depends on having the best talent in a workforce that reflects the diverse markets we serve around the world and an inclusive culture that values different perspectives and life experiences

That is why we in Johnson & Johnson are working to create an inclusive environment where diverse backgrounds, perspectives and experiences are valued and each and every one of our people feels that they belong and can reach their potential. No matter who they are.

Diversity, Equity & Inclusion at Johnson & Johnson means “You Belong”!