

## OTC Manager

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Company: Michael Page

Location: Argentina

Category: other-general

Lead a team between 20/30 people managing the Collections and Billing processes across 7 LATAM countries.

- \* Manage a multi-tiered management structure of 20-30 individuals
- \* Managing Team Performance (set up targets and KPIs, monitor performance, support people evolution)
- \* Identifying training and development needs and building training/coaching plan in collaboration with Training specialist
- \* Leading the team through the implementation of new processes, tools, and best practices
- \* Work on succession planning, identifying high potentials in the team and developing these into higher profile roles
- \* Manage relationships with countries: Business stakeholders; Finance Business Partners, Middle Office.
- \* Manage relationships with teams in the Shared Service Centre - Middle Office, Record to Report & Purchase to Pay
- \* Hands-on assistance in analysis and resolution of escalations (ad hoc), with subsequent follow through of root-cause analysis and implementation of preventive measures
- \* Contribute to a culture of continuous improvement to processes
- \* Implement a culture of ownership & customer service
- \* Implement a culture of continuous learning
- \* Own & execute the process controls

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