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We are now seeking a high caliber candidate to fill the following vacancy in Hong Kong.

### **Analyst, GFO Collections – based in Hong Kong**

#### **Responsibilities:**

- Regular phone and email contact with assigned customers to build customer relationship and to ensure timely payment of invoices. Interact daily with clients to request due and overdue payments and resolve payment issues. This is to be completed by achieving assigned collections and call quality targets
- Act in compliance with company goals, policies, and procedures as they pertain to collection activity, and specified Accounts Receivable goals and objectives. Execute a comprehensive and assigned collection strategy of oral and written communication with customers who are past due.
- Communicate with the Sales Department on past due accounts at specified intervals. Inform sales representatives and management of significant changes in account status in a timely and professional manner
- Properly escalates at-risk collection accounts to Management in a timely manner
- Meet defined department and individual goals along with assigned month end reporting deadlines and activity metrics.
- Establish and maintain effective and cooperative working relationships within the department and company. Communicate with internal staff regarding customer payments and issues preventing a timely resolution
- Research and perform special projects and other activities as assigned

#### **Requirements:**

- Prior collections experience is preferred, with a minimum of 1 years of work experience. Preferred history of demonstrated success in a fast paced, flexible environment with shifting demands and priorities
- Telephone is the primary collection tool and must possess excellent interpersonal and communication skills
- Maintain superior customer relations and customer service to all customers. Provide high-quality internal and external customer service in a timely manner. Develop positive working relationship when interacting with customers and our internal sales team
- Ability to work independently, prioritize tasks, manage multiple priorities and tight deadlines.



- Advanced working knowledge of Microsoft suite, including Excel, Word and PowerPoint
- Fluent spoken Chinese/ Mandarin communication with good Chinese written skills are required.

Dow Jones offers an opportunity to work for one of the world's leading financial and business news companies. We invite interested candidates to submit in confidence a cover letter and detailed resume stating your qualifications, contact details and current and expected salary via:

[https://dowjones.wd1.myworkdayjobs.com/Dow\\_Jones\\_Career/job/Hong-Kong/Analyst--Collections--Finance-Operations- Job Req\\_11437](https://dowjones.wd1.myworkdayjobs.com/Dow_Jones_Career/job/Hong-Kong/Analyst--Collections--Finance-Operations- Job Req_11437)