

Bilingual Collections Coordinator

Role Description (purpose):

Collection of monies owed to the company by Travel Agents & direct passengers and the investigation of queries on bookings, specifically in the International (EMEA) market. Working collaboratively with Carnival International & Hamburg sales, Contact Centre and Travel agents other key internal and external stakeholders, delivering a high quality customer service and 'Guest Obsessed' focus.

RUI: (if updating existing JD)		Grade:	CUK13	DBS check required Y/N:	NO
Directorate: (Operating Company where Applicable)	Finance & Legal	Reports to:	Team Leader AR Collections Jennifer Jones		
Function:	Finance	Team:	Finance Operations		
Direct reports :	Not applicable				

Accountabilities

- Timely collection of booking debt owing by Travel Agents & direct passengers to all relevant brands of the business (primarily Cunard)
- Liaising with travel agents and internal departments (in particular Sales and Contact centre) to resolve queries on bookings
- To keep travel agent accounts well managed, including ensuring that write offs, transfers and contras are made, and ensuring that refunds are made on a timely basis
- Responsible for BAU responsibilities on relevant systems – eg. Deutschbank, Abacus, ADB, Core, Fusebox, Business Objects, Polar
- Raising and processing of journals relating to AR activity. Ensuring accurate and sufficient backing documentation provided
- Ensure agent commission is paid on time and in line with agreed payment terms
- Identifying potential agent risks due to non payment / other anecdotal information & escalating to management in a timely manner
- Where required, timely submission of data / slides for reporting packs
- Where required, prepare balance sheet recs in a timely manner with sufficient relevant backup
- Respond to ad-hoc queries from CUK management
- Where appropriate, support agent refunding, commission payments, and the allocation of agent payments to POLAR

Health, Environment, Safety, Security (HESS) Responsibilities

- Lead by example by taking care of the health and safety of you and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

General Responsibilities

- Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related

responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

- To undertake ad hoc duties as required.

Scope:

Problem Solving:

- Identification of any system differences that impact the debt position or ability to collect debt (e.g. differences between Reservation and AR system) and escalation via financial systems / I.T
- Uses existing controls to recognise problems and escalates to management accordingly.
- Knows alternative systems and processes relevant to role.
- Provides recommendations in clear, appropriate manner.
- Understands and articulates how a particular process fits within the end to end process and impact on wider business.
- Documents end to end processes in a way that people without specific knowledge can easily follow.
- Uses key systems effectively, supports other users and applies knowledge to derive process efficiencies.
- Understands what good looks like through knowledge of effective and efficient processes and identifies process efficiencies.

Impact:

- Knows their specialist subject matter and raises awareness of issues with line manager and challenges status quo.
- Plans how to approach situations e.g. meetings, to make change happen.
- Understands the issue and their own point of view and influences peers to make changes to behaviours.
- Communicates information clearly to specialist and non-specialist audiences. Ensures this is timely, concise and with appropriate tone.
- Builds effective transactional relationships and recognises when a relationship is strained and takes action to improve.

Leadership:

- N/a

Demonstrable Behaviours (what needs to be demonstrated in 'how' to be successful in the role) :

Self Mastery

Is direct, truthful and widely trusted. Reflects on how their approach & behaviour impacts others. Learns from experience & takes action to continuously improve. Faces difficult issues and provides support and feedback to others to do the same.

Improve & Innovate

Makes progress & remains calm when facing uncertain situations. Seeks to understand both internal and external customer needs to inform actions. Identifies & implements useful ideas that are new, better and enhance guest or people experience. Takes creative ideas then puts them into practice.

Engage & Empower

Invites input & shares ownership and visibility. Seeks to understand different perspectives and cultures. Treats everyone as an individual, safeguards colleagues and teams Wellbeing. Coaches others & creates an environment where people do their best work.

Accountability & Commerciality

Displays a can do attitude in good and bad times. Follows through on commitments. Takes personal responsibility for decisions, actions and failures. Seeks to understand the commercial impact when making decisions.

Inspire & Achieve

Seeks to makes sense of complex situations. Keeps an eye on the future and identifies the impact on team. Communicates with energy and engages the team. Shows a clear connection between company goals and individuals aspirations' & targets

Knowledge, Experience and Qualifications required:

Qualifications – essential:

- Fluent in German to required business level

Knowledge/ Experience – essential:

Qualifications – desirable:

Knowledge/ Experience – desirable:

<ul style="list-style-type: none">• Clear and concise communicator – excellent verbal and written communication skills• Strong planning skills – able to organise and prioritise work• Resilient – Ability to work under pressure and meet deadlines• Competent with Microsoft Office• Previous experience in a customer facing role			<ul style="list-style-type: none">• Previous Experience in Travel industry/and or financial services	
Issue Date:		Issued by (name):		
REWARD ONLY	Grade: L13	RUI:	Date Approved:	Initials: RF