

Position Description. **Customer Receipts & Reconciliation Executive**

Job Title:	Customer receipts and reconciliation executive
Reporting to:	Emese-Andrea Nagy
Department:	Finance
Location (primary):	Romania – Tg Mures
Name of hiring manager:	Renata Gergely

Job Purpose.

To assist and support the Team Leader of the receipts and reconciliations function in WebBeds Shared Services Centre. To administer timely and accurate processing of customer receipts/remittances and resolution of allocation queries in accordance with SLA's with the European and rest of the world businesses including internal departments.

Key Responsibilities.

- **Key responsibility:** Upload of customer receipts from the banking platform
- **Key responsibility:** Ensure the customers provide remittance in accordance with payments, chase the customer if not
- **Key responsibility:** Monitor the pending receipts
- **Key responsibility:** shared email box handling, distributing and query resolution

Additional responsibilities:

- Upload of customer receipts for all the overseas bank accounts from the treasury department's daily file
- Log customer queries and liaise with the customer and or internal departments to resolve promptly and prior to next billing cycle.
- Monitor assigned top 50 accounts in accordance with credit control, ensure allocation is completed promptly and accurately
- Build strong relations with customers and sales.
- Ensure customer accounts are reconciled accurately and prioritised as requested by senior management and or credit control team leaders.

- Ensure allocation miss matches are resolved promptly
- Payments/refunds allocation and monitoring to minimise outstanding on account, on weekly basis
- Daily import of allocated bookings are transferred back to the booking platform
- Bookings import monitoring and corrections if needed
- Imports, manual postings into financial system
- Minimise unknown cash receipts
- ERP support and testing
- Intercompany account allocation and issue solving
- Posting to intercompany account in case of intercompany transfers
- Ensure applicable reporting is provided on time as requested
- To take on additional tasks and project work as requested by senior management

Required Experience and Knowledge.

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none"> • Excellent written and spoken English • Computer literate
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> • Team working Skills with a “can do” approach • Advanced or intermediate Excel skills • Ability to prioritize workload to meet deadlines • High level of inputting accuracy • Strong relationship building and communication skills • Basic knowledge of principles and practices of the credit control team

Desirable	
Qualifications & Knowledge	<ul style="list-style-type: none"> • Travel industry knowledge preferred
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> • Multi-Currency experience • Financial administrative background • Working before with different booking/accounting platform

About WebBeds.

Launched in 2013, WebBeds is the world's fastest growing B2B travel intermediary, or 'bedbank', providing accommodation and ground product distribution services to the travel industry. We source content from travel suppliers, aggregate and merchandise that content in the WebBeds platform, then distribute it to our global network of travel trade clients, who sell to the travelling public.

Our clients – online travel agencies, retail travel agents, corporate travel managers, tour operators, wholesalers, tourism boards, super apps, DMC's, group providers, airlines and more – access the company's huge global inventory of more than 368,000 hotels (comprising 30,000+ direct contracts, 70+ integrated third-party providers and 60+ major hotel chains) through market-leading, trade-only booking websites or via simple and seamless API connectivity. In addition to hotel product, clients can also book over 5,500 transfer services in 1,200 destinations along with thousands of guided excursions and tickets for attractions.

Our supplier partners – global hotel chains, independent hotels, apartments, resorts, attractions, transfer and sightseeing companies and more – benefit from our global distribution network of over 44,000 travel companies in more than 145 source markets and are supported by a local dedicated point of contact focused on ensuring we deliver value, choice, expertise and an unrivalled level of service.

WebBeds operates global coverage through four geographic regions – Europe, Asia Pacific, MEA (Middle East and Africa) and Americas - with over 1,400 travel professionals working in 50 offices worldwide. WebBeds also operates specialist brands JacTravel DMC and Umrah Holidays International. JacTravel DMC provides tailor-made travel arrangements for offline FIT and groups traveling to the UK, Ireland and key mainland European destinations to the international travel trade. Umrah Holidays International is a genuine pioneer, providing online pilgrimage travel services to travel agencies worldwide.

Find out more about the WebBeds business at www.webbeds.com

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