

# United Arab Emirates Jobs Expertini®

## Account Desk Expert Jobs in Dubai | DHL Express Careers

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Company: DHL Express

Location: dubai

Category: other-general

1- Account Desk Expert

Job: Full Time

Location: Dubai, UAE

Description:

The MEA KAD Expert effectively manages and controls the MEAKAD OtC processes for DHL's largest Strategic, MNC and CSI customers, guaranteeing continuous cash flow, customer satisfaction, elimination of errors at source and compliance to terms and conditions that impact key KPI's such as DSO, DQO, Credit Notes, Bad Debt and % overdue. The expertise from the MEAKAD Expert will be used for new onboarding's or expansion of MEAKAD customer contracts.

**Job Responsibilities:**Manage the Accounts receivable ledger for one customer across MENA by liaising frequently with the customer shared service center, budget holders and Freight Payment Agencies, GCM, RCM and Local KAM

Guarantee that all contractual conditions (exemptions, exceptions, invoice formats, invoice frequency, tariffs, payment terms, etc.) are being applied correctly across all billing systems and to ensure consistency of OtC processes for the customer, by liaising with the required DVRA, Billing, EDI and CMF resources in each country

Deal with all customer invoice related queries and to ensure that all issues are carefully analyzed and actions are taken to avoid any repetition of the root causes  
**Job Requirements:**Master's degree education

4/5 years of work experience at Bachelor level in a in a related field (e.g. finance, sales,

business analyst, customer service) – strong preference for candidates with experience in multiple fields (eg Collections, Query Handling, AP, Billing, Customer Service, Sales)

Experience with multi-million portfolios and international sensitive customers

Experience with customer visits#J-18808-Ljbfrr

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