NOVARTIS

O2C Specialist (Japanese Speaker)

Job ID
REQ-10092062

十一月 12, 2026

Malaysia

摘要

About the role:

The O2C Specialist is responsible for managing the Accounts Receivables for an assigned group of customers limiting past dues and thus maximizing cash. In the event a trade receivable is deemed uncollectable, they are responsible for initiating the write-off process and also handling dispute resolution, credit management in accordance with the Global Credit Management Guideline. This role supports the Japan I2C portfolio transitioning to NOCC Kuala Lumpur and requires business-level Japanese to manage Japanese-language documents, customers, local stakeholders and Japan-specific processes

About the Role

Key Requirements:

- Executes collection activities using all available tools to ensure cash flow is maximized. Ensures accurate clean and correct customer accounts
- Identifies at risk customers and escalates according to guidelines if past dues are not collectable. Increases process efficiency and quality by continuous improvement and challenging the status quo
- Handling dispute management and answer queries from the customer. Handling credit management , order block release and review of credit limit
- Ensures compliance with Novartis Accounting Manual (NAM), Novartis Financial Controls Manual (NFCM) and regulatory requirements. Ensures application of agreed Novartis control procedures and actively support to deliver SOX certification. Ensure high level of solution usability while meeting business requirements
- **Japan Activities (Japanese-Language Dependent):**In addition, you will perform the following Japan I2C activities, which require Japanese-language capability: Cash Application: Apply receipts from Japanese customers (wire transfers and factoring payments), including other cash application activities. Investigate unapplied cash and post manually in S/4HANA when automation is unavailable. Read and interpret Japanese-language remittance advices and bank statements, including payer names shown in Japanese characters.
- Credit Risk Management: Perform credit limit calculation and risk treatment, including credit limit calculation for distributors. Carry out creditworthiness assessments using Japanese-language customer information, such as credit reports and financial statements. Prepare and support credit committee reviews.
- Risk Mitigation Tools: Set up and manage risk mitigation tools such as insurance, factoring and bank guarantees. Factoring: Prepare factoring requests, including the Japanese documentation required for domestic factors. Issue Japanese factoring announcement letters to factored customers and handle factoring postings.
- Service and Event Billing (Other Receivables): Raise and manage third-party service invoices, including invoices that need Japanese descriptions for third-party customers. Coordinate with event and service owners on the information needed.
- Close Accounts Receivable: Perform balance sheet reconciliation, doubtful debt provision, and closing and reporting activities. Controls and Audit: Execute NFCM controls where evidence is in Japanese. Support audit requests and communicate with local stakeholders and auditors in Japanese.
- Stakeholder Communication: Communicate in Japanese, by phone, email and meetings, with the Japan FRA and I2C team, P&O, customers and other local stakeholders. Provide escalation support and coordinate local dependencies.
- Transition and Documentation: Participate in knowledge transfer, shadowing and reverse shadowing, and hypercare. Document and maintain SOPs, including manual cash application procedures.

Essential Requirements:

- Bachelor or master ' s degree in business and economics, Accounting or equivalent. Some years of financial experience, with good functional O2C expertise. SAP (ECC, S4Hana) knowledge and HighRadius knowledge advantageous
- Native or near-native Japanese (JLPT N1 certified, or N2 as a minimum), with business-level spoken and written proficiency, including keigo (formal business Japanese)
- Able to read and understand Japanese-language documents such as bank statements, remittance advices, invoices, contracts, credit reports and factoring documents

- Able to draft and send professional Japanese business emails, letters and customer notices, such as payment reminders, dispute responses and factoring announcement letters
- Able to hold customer and stakeholder calls and meetings in Japanese, and to translate and summarize Japanese content accurately into English for global and regional teams
- Fluent written and spoken English for reporting, escalations and working with global teams. Experience in advance excel and MS-Office applications

Japanese O2C Experience Requirements:

- Minimum 3 years of hands-on Order-to-Cash experience in a Japan-based or Japan-facing finance operations, shared services or finance function. Proven experience in Japanese cash application, including applying receipts from Japanese bank statements and remittance advices, and clearing unapplied cash and on-account payments
- Working knowledge of Japanese customer payment practices, such as Zengin-format bank transfers, bank transfer fees deducted by customers, and month-end closing and payment terms. Experience in credit management for Japanese customers, including creditworthiness assessment using Japanese credit reports (for example Teikoku Databank or Tokyo Shoko Research), credit limit calculation and credit committee support
- Experience with receivables factoring, including preparing factoring requests, issuing factoring announcement letters and handling factoring postings and receipts with Japanese domestic factors
- Experience in collections, dispute resolution and customer account reconciliation with Japanese customers, including written and verbal follow-up in Japanese. Experience in raising and managing service, event and other non-trade invoices, including third-party billing with Japanese-language descriptions
- Experience in period-end close AR activities, such as balance sheet reconciliation and doubtful debt provision, under Japanese local statutory requirements, including the Japanese consumption tax and invoice requirements

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients ' lives. Ready to create a brighter future together? https://www.novartis.com/about/strategy/people-and-culture

Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

部门
Finance

Business Unit
Finance

地点
Malaysia

站点
Selangor

Company / Legal Entity
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (197101000541)

Functional Area
Audit & Finance

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6af5ae98abc3a203454360", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove }] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default: alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =

{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } }; }

// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

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