

Associate, Order Management (EMEA/US)

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Company: S&P Global

Location: Karachi

Category: other-general

About the Role: Grade Level (for internal use): 07 The Role: As Associate, Platts Order Management, you are responsible for processing new customer contracts/subscriptions, renewal contracts/subscriptions and revisions on existing contracts/subscriptions for proper terms, contract pricing, invoicing and correct sales policies. Process all customer contact revisions as requested by Sales and Finance, assist to trouble shoot all internal/external customer queries on invoices and quarterly reporting. You're also responsible for the collection of all accounts receivable. They are to carry out this responsibility following established business procedures and policies that are set up to protect revenue while at the same time providing excellent customer service. The Location: 101 W Al Khair Plaza, Islamabad, Pakistan The Team: You will be part of a global team based in Islamabad for S&P Global. The Impact: You will have direct involvement in ensuring the quality and accuracy of order entry, invoicing, collections and overall end-to-end Order-To-Cash process for S&P Commodity Insights Responsibilities: Responsible for processing Quotes submitted by the Commercial organization and ensure they follow our business partner (Commodity Insights) operational guidelines

Responsible for submitting quotes across our internal departments to complete invoicing (booking) but are also responsible for sending quotes back to the processor for correction This candidate will complete an accurate and thorough review of Standard and Large Quotes daily in our CRM System "SalesForce" to provide a clean invoice to the client for prompt payment

Gain full understanding of core billing system Zuora, Oracle Cloud (Fusion) as it relates to

billing, product and credit/debitmemo application

Manage TAX requirements in Vertex for accurate exemption and application

Process CVENT activities for conference attendees and email delivery of invoice to client

Intermediate accounting knowledge of Credit / Debit Memo application is beneficial for the candidate to quickly adapt across the department

You hold accountability in high regard and successfully manage your time to meet daily goals (Time Management)

Meet the mid-year and annual goals set forth to you by Order Management leadership

Notify management of trends within OM Review that have a negative impact to SLA or to our subscribers (Document and provide prompt/actionable resolution)

Become the Subject Matter Expert in our operational policies, provide consultation for our colleagues and troubleshoot as needed to ensure accurate submission of quotes

Report all system defects across Salesforce, Zuora, OracleCloud (Fusion)& Vertex

Fulfill all audit requirements set forth by management

This candidate needs to have the proactiveness and flexibility to adapt to changes within our roles and also complete adhoc requests from management to ensure the success of our individual and departmental goals

What We're Looking For: Intermediate level of computer skills and proficiency in MS Office software.

Continual education through on the job training, professional journals, literature, and attendance at appropriate seminars and conferences.

Demonstrate aptitude for problem-solving and critical thinking.

Demonstrate initiative.

Organizational effectiveness skills.

Good written and oral communication literacy skills.

The incumbent should have the ability to prioritize and manage multiple tasks simultaneously and remain cognizant of deadlines and schedules.

Must be thorough, detail-oriented, organized & able to perform with a high level of accuracy

Ability to work in a fast-paced and dynamic environment

Ability to quickly master new technologies.

Ability to communicate effectively with all levels of management

Qualifications: Bachelor's Degree or equivalent education and experience.

1 – 2 years of related work experience or related degree.

Order Management / Billing experience or working in fast paced environment with Sales Organization

Strong English speaking skills required (orally and in writing)

Work overtime as needed during the month end close.

Flexible schedule to meet important deadlines.

Occasional work on Holidays may be required

Must be willing to work in Islamabad Site

Amenable for Night/Midshift work time.

Hybrid Setup

What's In It For You? Our Purpose: Progress is not a self-starter. It requires a catalyst to be set in motion. Information, imagination, people, technology—the right combination can unlock possibility and change the world.

Our world is in transition and getting more complex by the day. We push past expected observations and seek out new levels of understanding so that we can help companies, governments and individuals make an impact on tomorrow. At S&P Global we transform data into Essential Intelligence, pinpointing risks and opening possibilities. We Accelerate

Progress. Our People: We're more than 35,000 strong worldwide—so we're able to understand nuances while having a broad perspective. Our team is driven by curiosity and a shared belief that Essential Intelligence can help build a more prosperous future for us all.

From finding new ways to measure sustainability to analyzing energy transition across the supply chain to building workflow solutions that make it easy to tap into insight and apply it. We are changing the way people see things and empowering them to make an impact on

the world we live in. We're committed to a more equitable future and to helping our customers find new, sustainable ways of doing business. We're constantly seeking new solutions that have progress in mind. Join us and help create the critical insights that truly

make a difference. Our Values: Integrity, Discovery, Partnership At S&P Global, we focus on Powering Global Markets. Throughout our history, the world's leading organizations have relied on us for the Essential Intelligence they need to make confident decisions about the road

ahead. We start with a foundation of integrity in all we do, bring a spirit of discovery to our work, and collaborate in close partnership with each other and our customers to achieve shared goals.

Benefits: We take care of you, so you can take care of business. We care about our people.

That's why we provide everything you—and your career—need to thrive at S&P Global.

Our benefits include: Health & Wellness: Health care coverage designed for the mind and body. Flexible Downtime: Generous time off helps keep you energized for your time on. Continuous Learning: Access a wealth of resources to grow your career and learn valuable new skills. Invest in Your Future: Secure your financial future through competitive pay, retirement planning, a continuing education program with a company-matched student loan contribution, and financial wellness programs. Family Friendly Perks: It's not just about you. S&P Global has perks for your partners and little ones, too, with some best-in class benefits for families. Beyond the Basics: From retail discounts to referral incentive awards—small perks can make a big difference. For more information on benefits by country visit: <https://www.spglobal.com/en/careers/our-culture/Diversity, Equity, and Inclusion at S&P Global>:

At S&P Global, we believe diversity fuels creative insights, equity unlocks opportunity, and inclusion drives growth and innovation – Powering Global Markets. Our commitment centers on our global workforce, ensuring that our people are empowered to bring their whole selves to work. It doesn't stop there, we strive to better reflect and serve the communities in which we live and work, and advocate for greater opportunity for all.-----

Employer S&P Global is an equal opportunity employer and all qualified candidates will receive consideration for employment without regard to race/ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, marital status, military veteran status, unemployment status, or any other status protected by law. Only electronic job submissions will be considered for employment. If you need an accommodation during the application process due to a disability, please send an email

to: EEO.Compliance@spglobal.com and your request will be forwarded to the appropriate person. US Candidates Only: The EEO is the Law

Poster <http://www.dol.gov/ofccp/regs/compliance/posters/pdf/eeopost.pdf> describes discrimination protections under federal law.-----203 - Entry

(inactive), 20 - Professional (EEO-2 Job Categories-United States of America), FINANC203 - Entry Professional (EEO Job Group)

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