Global Digital Services Business Operations Analyst

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JOB ID: 42103

LOCATION(S): United States

CITY/CITIES: GA - Atlanta
US-GA-

SPECIFIC LOCATION: ATLANTA- AOC- OFFICE

JOB TYPE: Full Time

TRAVEL REQUIRED: 0%

RELOCATION PROVIDED: No

JOB POSTING END DATE: Jul 31, 2017

SHIFT: N/A

DESCRIPTION & REQUIREMENTS:

Position Overview:

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Global Digital Services Business Operations Analyst

Atlanta

Position Overview:
Global Digital Services is a set of technology-enabled capabilities that are leveraged across The Coca-Cola System to enable better, faster ways of working. The portfolio budget totals in excess of $25MM and includes Digital Analytics, the Global Digital Marketing platform (GO!) and our Digital Asset Management eco-system. The Business Operations Analyst will support the full portfolio global digital service offerings with business and financial administration activities, marketing engagement for receivables and rate card discussions, financial modeling, and operational reporting. The ideal candidate is a positive, upbeat person, who is detail-oriented with a background in business and finance. They have a love for all things operations and are wired to see a process, find its gaps, and make it more efficient.

This position works closely with creative agencies, development teams, and internal and external stakeholders. This is a global role supporting a matrixed organization that includes corporate functions, e.g., Growth, Finance, Legal, IT, etc., and the company’s worldwide business units.

Function Related Activities/Key Responsibilities:

- **TCCC Relationships** – Develop and maintain relationships with field financial team, field budget owners, vendor finance

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contacts, corporate customers, corporate finance, and capability leads and other budget managers. Report open issues to corporate finance and track until they are closed.

- **Portfolio Governance** – Coordinate regular routine to capture portfolio level portfolio level status. Identify cross portfolio issues, risks, actions, and decisions. Track through to completion. Manage portfolio status tool (Podio) and onboard/offboard users as needed.

- **Portfolio Operational Reporting** – Develop and report on consolidated view of operational KPIs across the portfolio.

- **Portfolio Stakeholders** – Develop and maintain repository of portfolio stakeholders to support communications, financial transactions, adoption, escalations, etc.

- **Receivables** – Determine quarterly billing amounts. Submit billing requests via Snap. Address field questions & concerns with high degree of professionalism. Track until collected. Track one-off chargebacks for on-demand services via Snap.

- **Reconciliation** - Conduct monthly collections reconciliation and issue resolution with Buenos Aires Accounting team and Corporate Finance (run SAP reports, identify issues, create tailored reports, work with necessary parties to resolve). Provide custom reporting when necessary.

- **Expense Management** - Request Purchase Orders (POs) on behalf of capability leads. Submit invoices for payment on behalf of capability leads. Troubleshoot issues with POs and Invoices. Submit JV requests via Snap as needed.

- **Customer Support** - Manage Snap billing support queue by answering questions that come into the queue. Address customer queries regarding service costs on ongoing basis.

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- **Service Usage Reporting** – Create monthly hosting & GO! usage reports. Distribute to field. Address questions and concerns.

- **Planning and Organization** – Maintain detailed records of decisions, issues, and actions taken to assist with issue resolution.

- **Annual Financial Close** – Own and drive year end collections reconciliation. Ensure net zero achieved across all campaigns. Support year end accrual process. Determine and document accrual requests. Complete finance/accounting process to set up accruals. Submit invoices against accrued funds. Track and report until all invoices received.

- **Operational Effectiveness** – Identify opportunities to streamline processes and drive productivity improvements. Track data to uncover inefficiencies and opportunities for automation. Introduce new tools and processes when needed.

**Education Requirements:** Bachelor’s degree in Business, MIS, Accounting, or Finance or equivalent experience

**Related Work Experience:** 1+ year managing financials and operations for digital services

**Functional Skills:**

- Strong organizational skills, attention to detail, ability to prioritize and meet deadlines.

- Ability to multi-task in a fast-paced environment with fluctuating priorities and deadlines.

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- Ability to efficiently manage tasks and time.
- Excellent communication skills (verbal and written).
- Advanced Excel spreadsheet skills.
- PowerPoint skills.
- Accounting software knowledge (SAP).
- Ability to exercise tact and good interpersonal skills.
- Time management skills.
- Analytical skills.
- Problem solving skills.
- Ability to be pro-active with a sense of urgency.
- Self-starter, highly-motivated person able to work in a fast paced environment that is continually changing.

Leadership Behaviors:

- Drive Innovation: Generate new or unique solutions and embrace new ideas that help sustain our business (encompassing everything from continuous improvement to new product and package innovation)
- Collaborate with System, Customer, and other Stakeholders: Develop and leverage relationships with stakeholders to appropriately stretch and impact the System (Company and Bottler)
- Act Like an Owner: Deliver results, creating value for our brands, our System, our customers and key stakeholders
- Inspires Others: Inspire people to deliver our mission and 2020 Vision, demonstrate passion for the business and give people a reason to believe anything is possible
- Develop Self and Others: Develop self and support others’

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Honesty and integrity have always been cornerstone values of The Coca-Cola Company. Our passion for people of integrity mirrors our spirited drive for total quality in our brands. These and other elements allow the company to sustain strategic practices and drive business performance. The Personnel Integrity Assurance Program is another step toward making The Coca-Cola Company the premier workplace. This process includes a pre-employment background investigation that applies to all applicants, employees, and contractors of the company. The scope of this inquiry may cover such elements as education, employment history, a criminal
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history check, reference checks, and a pre-employment drug screen. Designated countries or sensitive positions within the company may have more stringent standards.

The Coca-Cola Company is the world's largest beverage company, refreshing consumers with more than 500 sparkling and still brands and more than 3,800 beverage choices. Led by Coca-Cola, one of the world's most valuable and recognizable brands, our Company portfolio features 20 billion-dollar brands, many of which are available in reduced-, low- or no-calorie options. Our billion-dollar brands include Diet Coke, Coca-Cola Zero, Fanta, Sprite, vitaminwater and Powerade. Through the world's largest beverage distribution system, we are the No. 1 provider of both sparkling and still beverages. More than 1.9 billion servings of our beverages are enjoyed by consumers in more than 200 countries each day. With an enduring commitment to building sustainable communities, our Company is focused on initiatives that reduce our environmental footprint, create a safe, inclusive work environment for our associates, and enhance the economic development of the communities where we operate. For more information, visit Coca-Cola Journey at http://www.coca-colacompany.com/homepage.

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class.

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