

Number of Openings: One (1)
Job Posting Number: 007-2025
Deadline of Application: 21 February 2025

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INTERNAL JOB POSTING

Disputes Resolution Executive Finance Department – Manila

JOB PURPOSE:

We are seeking a dedicated person to investigate customer and/or supplier disputes to maximise cash collection and minimise loss to WebBeds. To lead professional negotiations to resolve the disputes with internal and external partners in the company's best interest. Maintain a minimal level of outstanding debt due to customer disputes to agreed targets and maintain a minimal level of losses with suppliers.

Develop and maintain existing commercial relationships with internal departments, suppliers, and customers. Support Management to develop efficient processes and control procedures to enhance productivity and query resolution SLA's across WebBeds.

JOB DESCRIPTION:

- Resolve disputed bookings from customers and / or suppliers/hotels with the commercial, purchasing and customer service teams promptly for all FIT and Third-party bookings.
- To be a key point of escalation for the AR and AP team, commercials team, suppliers, and customers to resolve disputed bookings, investigation, and negotiations.
- Ensure accurate notes are filed on the booking platforms of the negotiation and approval sign off.
- Report pro-actively repeated error/mistakes made by various departments which result in a disputes issue arising with customers & Suppliers. Ensure issues are addressed in a timely manner, prevention from re-occurring.
- Highlight to senior management consistent issues driven by a single source such as booking platform issues as an example.
- Run weekly reports and raise credit notes where applicable.
- Prepare data for proposed accounting adjustments due to disputes, with accountable back up for write off.
- Ensure response turnaround to internal and external partners is in compliance with departmental policy of 48 hours.
- Define and make suggestions for improvements to processes adopted by the finance teams and other departments. across WebBeds to resolve disputes.
- Prepare dispute reporting for inclusion in the monthly Financial Control Pack and other analysis as required by the business.

- Support interim and year-end audit deliverables required from the department as required by FD and FTM.
- Complete any other tasks & projects as and when required by the Team Leader, FTM, FD & CFO.

KEY MEASURES:

- Excellent negotiation skills
- Ability to build and maintain strong relationships with Customer, Suppliers and Commercial Teams
- Advanced Excel skills
- Ability to work to strict deadlines and achieve required targets results
- Strong communication, interpersonal and client relationship management skill
- Proactive and results driven, delivering on commitments
- Desirable to have knowledge of FIT platforms or travel or e-commerce experience.
- Knowledge of Financial system reporting or AP/AR process is a plus.

QUALIFICATIONS:

- No record of Suspension or Abeyance status for at least six (6) months are eligible to apply.
- Must be on their current post at least six (6) months and above.
- Regular employees that have been with the company for at least six (6) months are eligible to apply.

APPLICATION GUIDELINES:

1. Submit your letter of application and updated CV to manila.careers@webbeds.com on or before **February 21, 2025**.
2. Use email subject: **DRE APPLICANT | Last Name, First Name**
3. All applications are subject to pre-screening. Only qualified applicants will be notified for interview and assessment schedule.
4. Applications received after **February 21, 2025**. will no longer be processed.

Important Note: Incomplete application will automatically be rejected.