




Toast



Manager, Revenue Operations 


Chennai, Tamil Nadu, India · Reposted 22 hours ago · Over 100 people clicked apply

✓ Hybrid

✓ Full-time


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Aditi Pranav · 3rd

HR Generalist | Specializing in Talent Acquisition and Employee Relations

School alum from Management Development Institute, Gurgaon

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About the job

Toast is driven by building the restaurant platform that helps restaurants adapt, take control, and get back to what they do best: building the businesses they love. We're hiring a Manager for our Collections and Support team, reporting to our Senior Manager of Revenue Operations.

Key Responsibilities

- Manage and develop a team of Collections Representatives, ensuring work is completed in an accurate and timely manner, and in line with our SLAs.
- Partner with Accounting and broader finance management team, to develop and implement collections policies and procedures.
- Ensure proactive communications and follow up on overdue invoices to reduce aging, while maintaining positive customer relationships.
- Collaborate with the broader finance management team, to refine and optimize Toast's collections strategy.
- Support with the review, investigation, and resolution of cases and customer escalations.
- Ensure customer cases, escalations and other types of inquiries related to Collections are addressed and follow through to resolution, in a timely manner.
- Work collaboratively with internal teams to ensure customers and their internal contacts are aware of outstanding balances.
- Support with the manual application of customer payments, refunds, and deposits in our sub-ledger, as needed.
- Prepare, analyze and distribute reporting related to collections cases and accounts receivables performance with the appropriate recommendations.
- Work closely with Accounting and customer-facing teams to identify customer trends and behaviors and adapt collections procedures as needed.
- Collaborate with other teams to identify and implement efficiencies in the collections process.
- Consistently meet strict deadlines related to month-end close.
- Ad hoc projects as necessary.

Our Spread* of Total Rewards

We strive to provide competitive compensation and benefits programs that help to attract, retain, and motivate the best and brightest people in our industry. Our total rewards package goes beyond great earnings potential and provides the means to a healthy lifestyle with the flexibility to meet Toasters' changing needs. Learn more about our benefits at <https://careers.toasttab.com/toast-benefits>.

Diversity, Equity, and Inclusion is Baked into our Recipe for Success

At Toast, our employees are our secret ingredient—when they thrive, we thrive. The restaurant industry is one of the most diverse, and we embrace that diversity with authenticity, inclusivity, respect, and humility. By embedding these principles into our culture and design, we create equitable opportunities for all and raise the bar in delivering exceptional experiences.

We Thrive Together

We embrace a hybrid work model that fosters in-person collaboration while valuing individual needs. Our goal is to build a strong culture of connection as we work together to empower the restaurant community. To learn more about how we work globally and regionally, check out: <https://careers.toasttab.com/locations-toast>.

Apply today!

Toast is committed to creating an accessible and inclusive hiring process. As part of this commitment, we strive to provide reasonable accommodations for persons with disabilities to enable them to access the hiring process. If you need an accommodation to access the job application or interview process, please

contact candidateaccommodations@toasttab.com.

See less ^

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Candidates who clicked apply

217 total

10 in the past day

Candidate seniority level

52% Senior level candidates

28% Manager level candidates

10% Entry level candidates

4% Director level candidates

Candidate education level

45% have a Master of Business Administration (Similar to you)

12% have a Bachelor's Degree

10% have a Bachelor of Commerce

33% have other degrees

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Exclusive Job Seeker Insights about Toast

Powered by Bing

Company focus areas

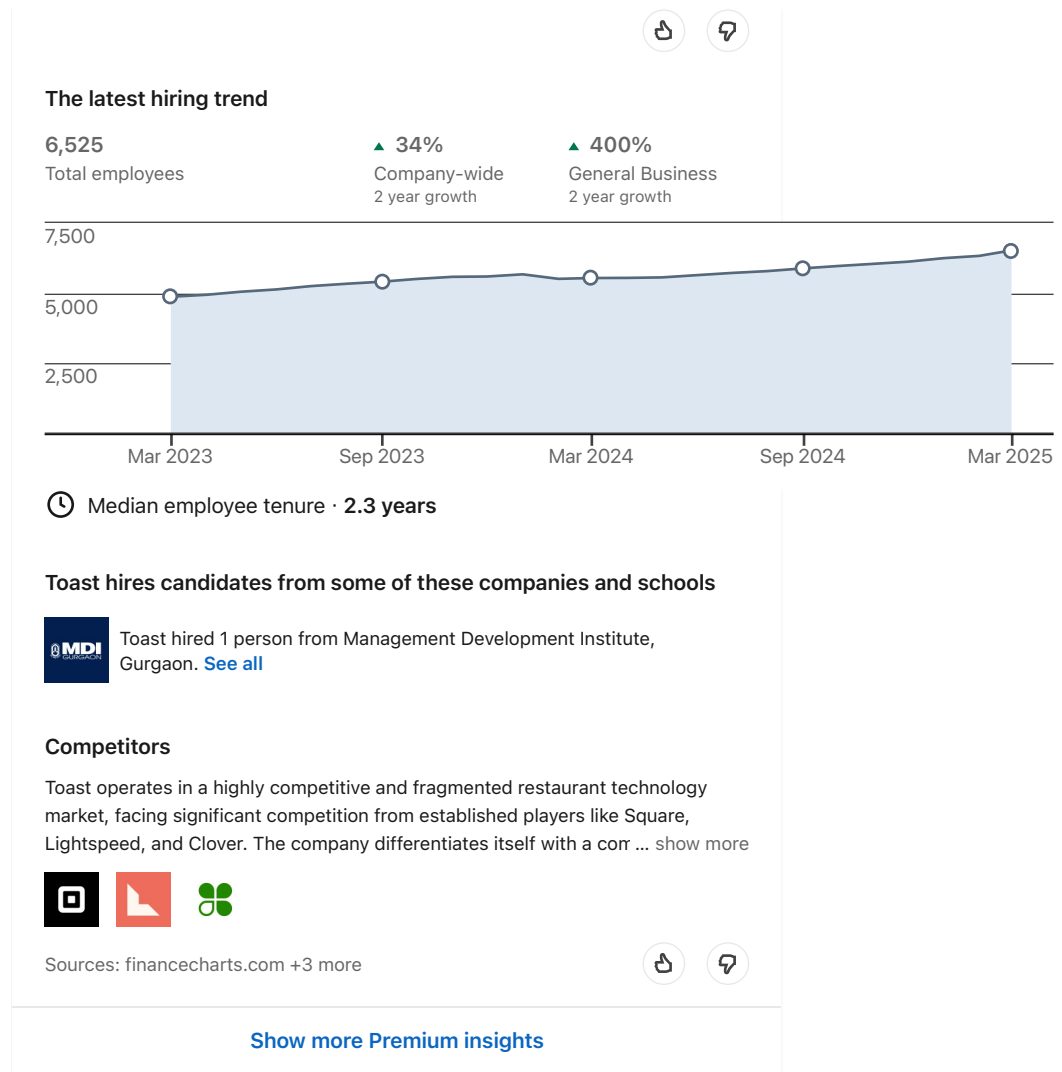
- Expansion of Customer Base: Toast aims to increase the number of locations using its platform, as evidenced by a 26% year-over-year growth in locations to approximately 134,000 by the end of 2024. ...show more

Sources: beyondspx.com +1 more



Hiring & headcount

Expanding their salesforce: The 'Sales' department has seen a 16% increase in employee count over the past year, indicating a strong focus on expanding their sales capabilities and potential growth in revenue generation. Growir ... show more



About the company



Toast
221,232 followers

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Software Development • 1,001-5,000 employees • 6,525 on LinkedIn

Toast empowers restaurants of all sizes to build great teams, increase revenue, improve operations, and delight guests.
... show more

Commitments ⓘ

Career growth and learning
Our commitment to employee development is not just a program or ... Show more

Diversity, equity, and inclusion
At Toast, we aim to build inclusive principles into our practices, equi ... Show more

Social impact
Toast.org, our social impact branch, is on a mission to enrich the foc ... Show more

Environmental sustainability
Toast is working to build resilience and sustainability in our company ... Show more

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Company photos



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Manager Revenue & Growth ✓

DaMENSCH
Bangalore Urban, Karnataka, India (On-site)

1 connection works here

2 days ago Easy Apply

Manager Revenue Operations ✓

Tiger Analytics
India (Remote)

1 connection works here


4 days ago Easy Apply



Operations Manager (Revenue) ✓





Revolut
Chennai, Tamil Nadu, India (Remote)



Manager, Revenue Operations ✓




SolarWinds
Greater Bengaluru Area (Hybrid)



 You'd be a top applicant
5 days ago



 2 school alumni work here
6 days ago  Easy Apply





Manager, Revenue Operations 
SolarWinds
Bengaluru, Karnataka, India
 1 connection works here
5 days ago  Easy Apply





Revenue Billing Manager
Aviatrix
Bengaluru, Karnataka, India
(Hybrid)
5 days ago  Easy Apply




Manager - Revenue / Growth Analyst 
InMobi Advertising
Bengaluru, Karnataka, India (On-site)
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1 week ago


Salesforce Revenue Cloud/ Zuora - Manager
PwC Acceleration Centers in India
Bengaluru, Karnataka, India
 3 connections work here
2 weeks ago **Be an early applicant**



Revenue Manager- Sales (Hospitality) 
Yanolja Cloud Solution
India (Remote)
3 weeks ago



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Chennai, Tamil Nadu, India (On-site)
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