



internship at the European credit & collection team

Merck is a global pharmaceutical and chemical company with a history that began in 1668, and a future shaped by around 50,000 employees in 67 countries. We operate in Europe, Africa, Asia, Oceania and the Americas. Merck has major research and development centers in Darmstadt, Boston, Tokyo and Beijing. Merck Millipore, a division of Merck group, is a Life Science leader providing cutting-edge technologies, tools, and services for bioscience research and biopharmaceutical manufacturing. As a strategic partner, we collaborate with customers to confront the world's challenging human health issues. From research through development to production, our scientific expertise and innovative solutions help customers tackle their most complex problems and achieve their goals.

Your Role:

In this position you are responsible for a portfolio of clients within Europe whom you will need to liaise with regarding payment of invoices. An eye for detail and passion for the job make you the best at your work. You are not afraid to contact Merck's (key) customers to query outstanding payments and missing information. At the same time, you maintain your professionalism in representing Merck to our customers. You take your responsibility by reporting accurately to colleagues, supervisors and managers in different departments and informing them on urgent cases and developments.

Main tasks:

- Review Past Due Balance employing a value priority focus
- Monitor the A/R aging and the DSO
- Pro-active making outbound calls to follow-up on orders and customer payments.
- Do regular credit reviews to maximize delivery performance whilst minimizing credit exposure and risk for the company.
- Handle disputes and requests for credits on accounts
- Follow-up on payment promises or dispute resolution
- Escalate any collection issues to business partners
- Collaborate with local Finance on risk management
- Follow up with AR on unapplied Cash
- Manage customer accounts and interact with customers to provide and process information in response to inquiries, concerns and requests about invoices and payments.
- Interact with and support company sales representatives.
- Work under general supervision with some instructions given for routine work and detailed instructions for new types of work or special projects

Who you are:

As an ideal candidate you have the following:

- An educational background in Business or anything related
- Fluency in English both conversational and written.
- Positive in dealing with customers and know how to organize/prioritize your work
- At least basic knowledge of Microsoft Office
- Enjoy working in an international team
- Motivation and willingness to learn
- Team Player and good communication

What we offer:

Merck's portfolio extends from liquid crystals for displays and pigments for automotive coatings to cancer treatments, and your possibilities to develop in our growing company are just as manifold. As a stock-listed company we still make history – not least because we take responsibility for our employees, products, the environment and society. We offer modern and international working environment to unleash your innovative potential in diverse teams.

- Valuable practical experience in an international environment by doing a responsible job right from the start.
- Benefit from professional mentoring
- Have the chance to network with your peers and other colleagues
- Mastering tools like Oracle, SAP, Lotus Notes, Salesforce etc.

The Merck Center in Amsterdam is marked in a highly multilingual environment. On office days at regular office hours about 250 people serve Merck clients from Western European countries like Denmark, Sweden, Finland, Germany, Switzerland, Austria, UK, Ireland, Benelux, France, Spain, Portugal and Italy.

Do you want to work for an A-brand multinational? And for the oldest operating pharmaceutical and chemicals company in the world? And do you care about building up relationships with B2B customers? Join Merck!

Internship starts date: September 2020
Internship duration: from 6 to 12 month
Hours per week: up to 40.
Schedule: From Monday to Friday. (full-time)
Office address: Haarlerbergweg 21-23, 1101 CH, Amsterdam, The Netherlands.
Department: European Collection team
Endowment: 700 € / month
Tutor: Alejo Humanes
Contact phone: +31 9007645645
Email: alejo.humanes@merckgroup.com