



Job Description

Accounts Receivable Analyst

ABOUT GLENMARK

GLENMARK PHARMACEUTICALS

Glenmark Pharmaceuticals Ltd. is an innovation-driven global pharmaceutical company with a presence across Specialty, Generics and OTC businesses. It focuses on the key therapeutic areas of respiratory, dermatology and oncology. The company has 10 world-class manufacturing facilities spread across 4 continents and operations in over 80 countries. Glenmark is ranked among the world's top 100 biopharmaceutical companies (Top 100 Companies Ranked by Pharmaceutical Sales, 2020, by In Vivo/Scrip 100) and among the world's top 50 companies in the off-patent sector (Top 50 Generics and Biosimilars Companies ranked by Sales, 2020, by Generics Bulletin/In Vivo). The company was listed on the Dow Jones Sustainability Index (DJSI), one of the world's most respected and widely accepted sustainability benchmarks, under the category of emerging markets (2021) for the fourth consecutive year. For more information, visit www.glenmarkpharma.com

INNOVATIVE MEDICINES GROUP

Innovation continues to be a key growth driver for Glenmark. In order to increase our focus on the in-house discovery and development of novel molecules, we have created a distinct sub-group within Glenmark called the "Innovative Medicines Group". Through this division, we will continue the development of innovative therapies to address critical unmet medical needs and to improve the lives of patients and their families with serious diseases. Our current specialty pipeline consists of two respiratory molecules in various stages of clinical development, 1 molecule each in the therapy areas of pain and oncology. Each of these molecules has the potential to improve patient outcomes by proving to be safer and more effective than currently available therapies.

COMPANY AT A GLANCE



80+
Countries have our
commercial presence



50+ offices
across the globe



64% turnover
from international
markets



15th largest
amongst US generic
pharmaceutical companies
in terms of volume*



1429
Number of inventions
till date



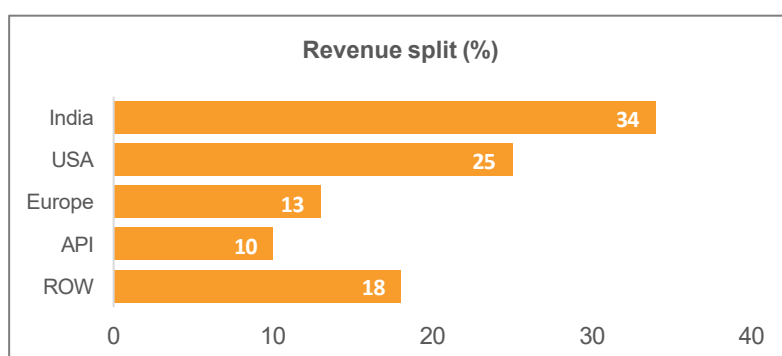
1284
patents granted
till date



USD 250
Mn+ Worth of cumulative
out-licensing deals signed
till date



USD 1.65 bn
Global Revenue FY21-22



POSITION DETAILS

Designation: Accounts Receivable Analyst

Business Unit: North America

Function: Finance

Location: Mahwah

Reporting to: Senior Manager, Accounts Receivable

OVERALL JOB RESPONSIBILITIES

Responsibilities

Assigned Account Maintenance & Collections

- Maintain assigned customer A/R balances. This requires overseeing all outstanding items on the account which includes but not limited to invoices by assisting in the follow-up collections of past due invoices via portal uploads, POD retrievals, filing dispute claims and follow-up collections
- Contact customers by phone for a more prompt resolution to follow-up, discuss disputes, recommend settlements as approved by Senior A/R Manager
- Arrange teleconference meetings with customers when needed to discuss issues, namely open deductions
- Resolve deductions and other outstanding items on assigned accounts

Customer Deduction & Dispute Research and Collections

- Researching all open deductions and taking necessary action steps to resolve with inter-departmental areas or with external customers; resolving misc. credits via offsets and auto-clear run; analyzing accounts overall status by type;
- Co-ordinate details with other departments namely warehouse, chargebacks, rebates, returns & customer service to ensure proper credits for customer deductions through monthly meetings or otherwise
- Gain sufficient knowledge of the SAP ERP system and of all internal systems and reporting to effectively resolve disputes, as well as attend monthly deduction meetings with other teams for joint team resolution efforts
- Perform root cause analysis on deductions and recommend corrective actions to stop recurrence of deduction issues
- Highlight to management high value issues for escalation & resolution
- Administer all necessary offsets and SAP collection text maintenance
- Make recommendations for uncollectable items
- Assist in high volume accounts i.e. Top 3 wholesalers

Customer, Carrier, Inmar, ORCA & Sharepoint Portal Usage, as well as other shared documents

- Retrieve debit memo images to properly categorize claims and route to the respective areas .
- Retrieve shipping documents from carrier portals to resolve shortage disputes with the customers
- Analyze data to complete customer forms required for payback requests.

Assist in other A/R & Credit Tasks

- Monitoring customer requests i.e. statements, invoice copies, credit inquiry, etc.
- Assist in the training of new staff when needed
- Assist in the on-line search of customer financial information and use of D & B, social media and other relevant data on the customer / owner for credit purposes to aid in minimizing bad debts

- Assist in other A/R reporting and misc. tasks as needed

KEY RELATIONSHIPS/STAKEHOLDERS

External

- Customers/Consultants

Internal (other than Direct Reports)

- Management
- Customer Service
- Contracts
- Sales Operations
- Finance
- IT
- Warehouse
- Regulatory Affairs (US/India)

DESIRED EXPERIENCE AND KNOWLEDGE

Educational Qualifications

- BS in Accounting/Finance or at least 2 years of progressive commercial collection experience

Experience

- Experience in credit and collections and dealing with deductions in the food or pharmaceutical environment is required
- Understanding of credits and debits
- Work experience in a manufacturing environment
- Must be an independent self-starter with strong interpersonal skills, organizational skills, time management, troubleshooting, and follow up skills
- Cash applications experience is necessary
- Forensic accounting

Knowledge and Skills (Functional / Technical)

- Experience with SAP ERP system
- Proficiency with Word and Excel are required
- Chargeback and Rebate knowledge

Behavioural Attributes

- Problem solver
- Excellent written and verbal communication skills, capable of interfacing with all levels in the company and stakeholders