

## Master Data Associate/Analyst

### Your tasks

Responsible for day-to-day operational activities such as account creations, modifications, blocking, deletions, reactivations in accordance with the company's data management work processes and procedures.

Execute requests from the different stakeholders globally related to data cleansing initiatives/harmonization activities provided the necessary documents, and approvals are in place.

Strict implementation of Continental policies & procedures to achieve global data integrity and consistency.

Perform compliance checks on business request to ensure quality and accuracy of results.

Responsible for the timely and proper escalation of incidents/issues/concerns to the analyst or team lead.

Provide support in data preparation such as creation of simple loaders, validation to enable mass update of requests.

- Provide support or issues and escalations and assist other team members as required.

Support his /her Team Lead to perform assigned internal compliance activities or to support external audit engagement.

Support additional activities as may assigned by Team Lead Perform activities to deliver green results on agreed KPI's and SLA's. Ensure action plan is in place for those failed items or with challenging results.

Gather feedback from stakeholders and suggest new KPI's and SLA's to measure, predict and repeat performance of each individual team members.

Work with the Team Lead to identify root cause of issues, define action plan and work on action plan to avoid similar issues in the future.

Process stakeholders request with timeliness and quality

Identify and propose standardization opportunities, process improvements which will benefit both parties. Act as a back up for his /her colleagues process and deliverables.

Participate, complete training and skills development activities assigned for the year.

He/She should be cross trained in at least 2 data objects for business continuity purposes.

Participate in GBS Manila employee initiatives such as town halls, training and events, corporate social responsibility programs, and other activities that increase employee engagement of GBS employees.

Support implementation of technology-related process improvement opportunities (e.g., new SAP version, SPP7 and BMC Helix ticketing tool, WinShuttle, etc).

Identify, present and support execution of process improvements ideas and additional activities assigned by Team Lead.

Participate in center wide initiatives (e.g. CBS culture, Bright Ideas), achieve CBS goals as defined by his /her Team Lead



Job ID  
**REF81701G**

Location  
**Makati**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Legal Entity  
**Continental Global Business Services Manila, Inc.**

### Your profile

- Graduate of any four year course with bachelor's degree holder in Finance, Engineering, IT or any other related courses.
- 0 - 2 years work related experience, fresh graduates who has strong willingness to learn are welcome to apply.
- Experience in maintaining data management is a plus but not required.
- Knowledgeable in MS Office applications (e.g., excel, word, powerpoint).
- Basic knowledge of ERP systems preferably SAP, desired but not mandatory.
- Experience handling / participating in process improvement initiatives through internship
- Self starter and shows potential in delivering results
- Good communication and organizational skills, can easily adapt working with multinational and international team setup.

## **Our offer**

- Hybrid work setup
- Values-based culture
- HMO upon hire
- Work life balance

Ready to drive with Continental? Take the first step and fill in the online application.

## **About us**

Continental Global Business Services in Manila started in June 2012 as Veyance Technologies Inc. and was acquired by Continental AG in January 2015. On the same year, it legally changed the company name to Continental Global Business Services Manila Inc., which reflects its global presence as a full-fledged subsidiary of ContiTech Division in Continental AG.

GBS Manila is composed of five (5) main work streams, structured to make processes centralized, standardized, and in leveraged technology with the support of IT group, Continental Business Systems & RPA Competence Center.

It provides end-to-end, front-to-back services; from customer service, order management, purchasing, invoice to payment, credit and collection, full finance activities, data management, and HR services including payroll, employee benefits and talent acquisition; all built to meet its customers needs.