

# Master Data Specialist

## Feladatok

Responsible for supporting compliance to internal, and process controls, checking the accuracy and completeness of the master data maintenance, validation of key performance metrics, , and provide structured process coaching to the associates. Provide support to Head of Service Delivery and Team Lead in the review of master data entries per random sampling on a daily basis. He or she collates audit findings and sent out to his immediate Lead and the associates for review, and correction. He or she is also responsible in ensuring that these findings are corrected within an acceptable period to not impact operations.

### Data Integrity and Compliance

- ' Validating master data integrity to ensure process adherence, completeness, accuracy, and timeliness & correctness of resolution.
- ' Ensure compliance to internal and process control procedures.
- ' Work with the operations teams to ensure that quality audit findings have been corrected, and closed within a reasonable period to not adversely impact operations.
- ' Maintains and executes adequate internal controls for compliance with corporate policies.
- ' Provide technical assistance (data preparation, creation of complex loaders, validation, and data upload) to business with tools to enable mass update of requests.
- ' Resolve issue escalations and assist others as required.
- ' Assist 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

### Service Level Agreements, Operational Metrics and KPI's

Timely performance of bank confirmations as per agreed timeline.  
Perform key performance metrics validation for all master data objects, and prepare reports as needed.  
Gather feedback from stakeholders and suggest new KPI's and SLA's to measure, predict and repeat performance of each individual team members.  
Assist Team Lead on creating action plans on failed metrics and monitor progress.  
Initiate and lead discussion on root cause analysis sessions with junior team members and present to Team Lead for ideation.  
Prepares reports to measure, monitor, and identify opportunities for improvement in master data and business support processes.  
Provide inputs to Team Leads necessary for general engagement meetings and discussions with internal and external stakeholders.

### Stakeholder/Customer Focus

Work with the stakeholders to resolve operational issues if any, conduct general engagement or projects meeting to ensure alignment in



Job ID  
**REF91275K**

Telephely  
**Taguig**

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**Hibrid munka**

Jogi egység  
**Continental Global Business  
Services Manila, Inc.**

deliverables and processes.

Act as first level escalation point before his /her Team Lead.

Identify and propose standardization opportunities, process improvements which will benefit both parties.

#### Process / Continuous Improvement

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

Identify process pain points and formulate potential solutions on process issues.

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

#### People Management

Communicate and discuss quality audit findings during the regular team huddles with emphasis on resolution, standardization, or improvement in process or ways of working.

Provide support to his/her Team Lead on people development such as training, coaching and other activities related to employee engagement

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

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 his /her Team Lead in managing day to day operations and act as an officer in charge when their Team Lead is not around or on leave.

#### Projects and Adhocs

• Identify, present and execute solutions for process improvements and/or adhoc responsibilities as assigned.

• Provide support to business in data harmonization activities, and other business initiatives affecting master data.

• Provide support for ongoing transition of activities related to new process migrations and clean up activities (e.g., inactive vendor, customer reports, material harmonization).

• Work with the master data analysts in reviewing the work process documentation and keeping it updated at all times

• Lead and initiate the preparation and updates of master data work instructions and documentations.

#### Profilja

• 4 - 6 years work related experience in master data activities or related processes (e.g., vendor, materials, customer data, etc.).

• Advanced knowledge of at least two master data process either vendor, customer, materials, FICO and expert in one of the data objects.

• Advanced knowledge of IT systems and databases preferably SAP (MM, PP, SD, FICO modules)

• Proficient in using Microsoft Office suite; Expert knowledge in using Microsoft Excel

- '• At least four (4) + years experience in managing or participated in projects for master data.
- '• Advanced knowledge in master data migration, data cleansing, and harmonization efforts
- '• Have work with Project teams on process improvements, development of KPI and other quality measures
- '• Stakeholder engagement, supervising associates, conducts training/s on subject of expertise
- '• Able to facilitate team meetings to share best practices, lead process improvement initiatives, actively participate/form part of GBS committees (such as events comm., Connect)
- '• Experience working in a multinational set up is preferred
- '• Excellent communication and organizational skills, understand cultural differences and norms.

## **Ajánlatunk**

- Hybrid work arrangement
- HMO upon hire
- Values-based culture
- Work-life balance
- Learning Opportunities

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## **Rólunk**

### **GBS Manila Organizational Description:**

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.