

Fuels Marketing Customer Service (FMCS)

Hungary



What we are looking for:

- *Proficient English language listening, speaking, reading and writing skills. Plus proficiency in at least one of the following languages: German, French, Norwegian, Dutch or Italian*
- *An excellent communicator*
- *Good analytical, business judgement, communication and team work skills*
- *Microsoft Office experience in Word and Excel is required. Previous SAP R3 experience is a bonus*

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For More Information

- Visit our Web Site at: www.exxonmobil.hu
- Contact our recruiting team captain when he or she visits your school

Locations:

- *Budapest, Hungary*

Fuels Marketing (FM) is a global business within ExxonMobil, and Customer Service (CS) is part of the European Region.

FM CS is designed to **serve all Retail and Industrial customers in Europe** in line with the Corporation's objective of being the premier fuels marketing business in the world, while continually improving cost efficiencies and levels of customer service.

FM CS manages the **Order to Cash process**. Basically this means that the centre handles everything from setting up customers in our computer systems, customers placing orders, planning deliveries, billing and collecting payment.

FM CS serves over **10,000 Retail and Industrial customers in 11 countries**.

The operations are split into two main areas, i.e.

- **Customer Support:** setting up customers into the computer systems, keep master data updated and managing their financial transactions.
- **Delivery Management:** processing orders for customers, time and cost-efficient planning of deliveries and managing exceptions.



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We offer great opportunities in
ExxonMobil Business Support Centre
Budapest within FMCS to become a...



Customer Master Assistant

The Customer Master Team is a Pan-European team responsible for the Customer Master Data activities for all 11 European countries. The team's core task is to ensure the ongoing accuracy of the SAP (core system) customer master data for Fuels customers, i.e. bank details, physical location, billing data, etc. This includes the set-up of new customers and the maintenance of existing customers using the information provided by the in-country sales teams. In addition, there are some country-specific legacy systems which need to be maintained. Key interfaces are Sales department (Territory Managers), Customer Master Supervisor, Customer Support Assistants, Credit and Logistic Planners.



Contracts Assistant

Contracts Assistants create and manage contracts agreements in SAP (core system), GCMS (Global Contract Management System) and legacy systems. The role includes setting up new contracts and modifying existing contracts based on documentation received from in country sales teams. They are responsible for generating financial transactions based on clients contractual agreements and ensuring timely payments. The main interfaces are the in-country Sales force and Retail departments, Contracts Supervisor, Customer Support Assistants, Accounts Receivables, Accounts Payables and the vendors.



Customer Account Assistant

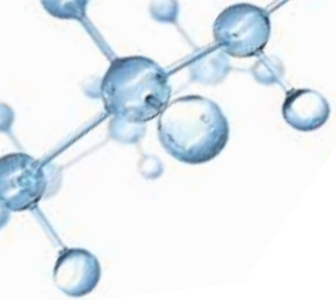
The Customer Accounts Assistant acts as the first point of contact for Esso Dealers, Agents and Industrial customers. They deal with all customer-invoicing and payment related issues. A Customer Accounts Assistant manages this interface by receiving incoming customer calls, which must be answered within a target time. Each Assistant has a portfolio of accounts, within a specific country / region, which must be proactively managed. These accounts must be maintained in a timely and accurate manner, in adherence with internal / external processes and regulations. Any non matching customer payments, invoicing queries and overdue accounts must be investigated. The Customer Accounts Assistant has a major responsibility for minimizing overdue balances. There is a significant interface with in-country Sales Territory Managers and Credit Analysts.



Payments and Collections Assistant

Payments & Collection is a pan-European team dealing with the processing of bank transfers and cheques received from Esso customers across 11 countries. A Payments & Collection Assistant has responsibility for cash received for 3 / 4 countries, and allocating these receipts to amounts due from customers. They are also responsible for processing returned direct debits from customers and posting them into our accounts in a timely and accurate manner. In addition, they escalate payment issues to external banking contacts and internal teams when payment is not received or is unidentified. Key Interfaces are Customer Accounts Assistants, Credit Analysts, and the Bank Accounting team.





Delivery Support Assistant

Delivery Support Assistants act as the main interface with external Fuels Marketing Retail and Industry & Wholesale customers with regards to Systems and other delivery issues across all European affiliates. They are responsible for the maintenance and data quality of systems and the promotion to customers. Logistics Planners, dispatch personnel, System experts, Logistic Planners, Delivery Manager and Delivery Management project teams are key interfaces.

*Interested in one of the above positions?
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The Downstream, Chemicals & Other Businesses

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