Finance Process Excellence Specialist

Deadline:
01-12-2026

Contact person:
Jose Manuel Catindig

Office:
Manila, Alabang (SSC), Philippines

Location:
Alabang–Zapote Road, 1780, Muntinlupa

General Overview of the Job:

The Finance Process Excellence Specialist will be responsible for gathering and analyzing data, measuring SLAs and KPIs, building dashboards to support business decisions, and providing critical support during periods of attrition to ensure continuity and stability.

Specific Roles and Responsibilities:

- Gather and analyze data to measure SLAs (Service Level Agreements) and KPIs (Key Performance Indicators).
- Build and maintain dashboards to visualize data and support business decision-making.
- Analyze current business processes and identify areas for improvement.
- Develop and implement process improvement strategies and methodologies.
- Collaborate with cross-functional teams to understand business needs and objectives.
- Conduct data analysis to measure process performance and identify trends.
- Facilitate workshops and training sessions to promote process excellence.
- Monitor and report on the progress of process improvement initiatives.
- Ensure compliance with industry standards and best practices.
- Act as a key support resource during periods of attrition, ensuring business continuity and stability.
- Develop and implement contingency plans to mitigate the impact of attrition on business operations.
- Train and mentor team members to build process knowledge and resilience within the organization.

Functional Technical Skills & Knowledge:

- Bachelor's degree in Business Administration, Management, or related field
- Minimum of 3 years experience.
- Experience on Finance and Accounting
- Proficiency in generating and analyzing utilization and productivity reports
- Experience in maintaining and analyzing SLAs and KPIs
- Lean, Six Sigma certified, or other process improvement methodology certificate holder
- Experience with Shared Service Center operations **(Nice to have)**