



Order Management & Billing Team Lead Global IT Company

Lead global order & billing operations

Job Information

Hiring Company

NCR Voyix

Job ID

1565204

Industry

Software

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

Majority Japanese

Job Type

Permanent Full-time

Location

Japan

Salary

7 million yen ~ 8.5 million yen

Refreshed

February 11th, 2026 08:00

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

[Position Overview]

As an Order Management & Billing Team Lead, you will play a critical role in leading end-to-end order processing and billing operations related to service and solution contracts.

This position is a key interface between customers, service sales teams, and internal stakeholders, ensuring accuracy, compliance, and operational excellence across contract booking, equipment database management, and invoicing processes.

This is a hands-on leadership role suited for professionals with strong ownership, problem-solving skills, and experience

operating in global or multi-country environments.

[Key Highlights]

- Lead and supervise order management & billing operations
- Act as the primary point of contact for customers
- Manage global service contracts and invoicing processes
- Collaborate with cross-functional and international teams
- High-visibility role with strong accountability and impact

[Key Responsibilities]

Order Management & Billing Operations

- Coordinate end-to-end order processing and billing activities
- Ensure accurate contract booking, order entry, and invoicing
- Validate revenue recognition criteria triggering invoicing

Team Leadership

- Supervise and manage daily tasks of the Order Management team
- Provide guidance, prioritization, and performance oversight
- Drive accountability and operational discipline within the team

Contract & Data Management

- Review legal agreements for billing completeness and accuracy
- Maintain and manage equipment databases (additions, movements, cancellations)
- Ensure compliance with NCR Voyix policies and procedures

Reporting & Compliance

- Perform monthly revenue reconciliation and reporting
- Provide corrections, clarifications, and variance explanations
- Support internal and external audits as required
- Ensure proper archiving and record retention

Stakeholder Collaboration

- Act as a single point of contact for customers regarding orders and billing
- Collaborate closely with service sales, service delivery, and outsourced teams
- Coordinate inputs, deliveries, and outputs to meet SLAs and deadlines

Required Skills

[Required Qualifications]

- Bachelor's degree in Finance, Accounting, Business Administration, or related field
- Minimum 6 years of experience in Order Management and Billing
- Experience in a global or multinational organization
- Strong problem-solving and customer service skills
- High sense of accountability and urgency
- Ability to communicate effectively across all organizational levels
- Business-level proficiency in Japanese and English

[Preferred Qualifications]

- Experience working with outsourced operations
- Global or multi-country operational exposure
- Strong analytical and reporting skills

[Who This Role Is Ideal For]

- Professionals seeking a leadership role in global operations
- Candidates with strong ownership and cross-functional coordination skills
- Individuals who enjoy balancing operational execution with stakeholder management
- Bilingual professionals looking to grow their career in a global IT environment

[Employment Conditions]

- Employment Type: Permanent, Full-time
- Salary: JPY 7,000,000 – 8,500,000 (based on experience)
- Work Location: Japan (Nationwide)
- Working Hours / Holidays: In accordance with company regulations

Company Description