

# Make contact with a new career!



Sitel is a world-leading supplier of services in Business Process Outsourcing. We carry out three million customer contacts every day in 32 languages and in 28 countries all over the world. Sitel offer their clients high-quality services in sales, customer service, support and back-office. We assist our clients to reach better customers loyalty, reduce service costs and achieve an increased turnover per client.

We currently have an exciting and challenging opportunity for a Senior Internal Auditor, based in Belgrade and reporting directly to the VP Internal Audit.

## Senior Internal Auditor (m/f)

### Summary of Primary Job Responsibilities:

Conducts performance, operational, financial, and compliance audit projects; provides internal control consulting services to organizational management and staff; and plays a significant role in ensuring that the annual internal audit plan is completed on time and under budget; all with emphasis on a risk-based approach designed to assist management in the attainment of their objectives. S/he ensures that all organizational and professional ethical standards and internal audit activities are carried out in compliance with The IIA's [International Standards for the Professional Practice of Internal Auditing \(Standards\)](#). Works independently under general direction with reasonable latitude for initiative and independent judgment.

- Plays a proactive role in ensuring the timely completion of annual Internal Audit Plan projects.
- Collaborates with EMEA Internal Audit team, Vice President - Internal Audit, and international Sitel Internal Audit team members to identify business risks and perform process risk assessments.
- Reviews audit scope, crafts audit objectives, and develops audit programs that examine high risk areas impacting Company financial and operational business processes and systems.
- Evaluates design and operating effectiveness of internal controls, as well as assessing adequacy of documentation and sufficiency of business records.
- Assists with compliance testing under US Sarbanes-Oxley compliance program and C-SOX (Bill 198) requirements.
- Advises on control deficiency remediation and assists business units with implementation of process and control improvements.
- Maintains an up to date understanding of Internal Audit Department procedures and audit completion guidelines.

### Travel Required:

Travel, possibly up to 60% at times, must have active passport, international travel to Europe, United States, Latin America, and the Asia-Pacific region may be required

# EMEA Senior Internal Auditor (m/f)



## Qualification:

- Bachelor's Degree in accounting or finance required. Masters of Accountancy or MBA preferred.
- 3 -5 years of work experience in public accounting and/or internal auditing role; Prior experience in public accounting strongly preferred. Certified Public Accountant, Chartered Public Accountant, or Certified Internal Auditor (or European equivalent) is strongly preferred.

## Skills:

- Strong work ethic and desire to help build a best in class internal audit function in a fast-paced organization.
- Superior interpersonal and communication skills (written & verbal) to interact with all levels of management.
- Experience in participating with a team of professionals to complete audit projects on time and within budget.
- Strong PC skills using MS Word and Excel are required. Experience with data analysis software, such as ACL, is a plus.
- Experience in working with Paisley GRC audit software system is preferred.
- Strong organizational skills and prioritization abilities.
- Excellent analytical ability for business risk evaluation and risk mitigation effectiveness.
- First-rate ethical standards and personal integrity.
- Respect and sensitivity for personal and cultural differences.
- Excellent English language fluency
- Fluency in 2-3 European languages strongly preferred.

## Knowledge/Abilities:

- Planning and performing audits with minimal supervision.
- Ability to recognize and analyze control weaknesses, propose improvements, and to effectively articulate those to process owners and business management.
- Strong proficiency in computer applications.
- Knowledge of COSO Framework.
- Experience with documenting business processes through narratives and flowcharts, evaluating internal controls and identifying risks.
- Writes clearly and effectively to present factual information including relevant numerical data.
- Listens attentively and obtains clarification when needed. Demonstrates accuracy and thoroughness in completing assignments
- Meets challenges with adaptability and resourcefulness, observes safety and security procedures

If you have what it takes to join a growing global workforce of customer-focused associates, then apply via the following link: [Senior Internal Auditor \(m/f\)](#)

For any questions please contact HR Market Recruiter Luis Videira Nabais at [Luis.videiranabais@sitel.com](mailto:Luis.videiranabais@sitel.com)