

Customer Service Agent

Job ID
REQ-10004154
Apr 29, 2024
Turkey

Summary

~Verantwortlich für die Stammdatenprozesse der Website, die darauf abzielen, eine genaue und rechtzeitige Erstellung und Pflege der Stammdaten im ERP-System in Übereinstimmung mit den lokalen und globalen Anforderungen zu gewährleisten. ~Der Materialplaner steuert den taktischen Einkaufsprozess für alle Materialien, um die Materialverfügbarkeit und die Durchführbarkeit des Ausführungsplans in Übereinstimmung mit der Standortbestandsrichtlinie sicherzustellen.

About the Role

Location: Istanbul Kurtköy, Turkey #Hybrid

Key Responsibilities:

- Independent management of customer services activities (order management, complaints, dunning, forecasting, etc.) according to internal guidelines and customer requirements
- Measurement and monitoring of customer service KPIs
- Proactive communication with customers and business partners- timely processing and response to inquiries; well-structured and solution-oriented communication
- Inventory optimization of store supply (handling rush orders, avoiding shortages in supply, etc.)
- Stakeholder coordination internal and external, such as freight forwarder, planning, logistics, customs, etc.

Essential Requirements:

- University degree, or similar with at least 3 years of work experience
- Experience working with customer support
- Fluent in English, German is a plus
- Great communication skills, both written and verbal
- Strong organization skills
- Collaborative mindset and problem solving skills with a high degree of flexibility

Why Novartis?

Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

<https://www.novartis.com/about/strategy/people-and-culture>

Benefits and Rewards:

You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook:

<https://www.novartis.com/careers/benefits-rewards>

Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

Hiring decisions are only based on the qualification for the position, regardless of gender, ethnicity, religion, sexual orientation, age and disability.

Join our Novartis Network:

Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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Division

Operations

Business Unit

Innovative Medicines

Location

Turkey

Site

İstanbul Kurtköy

Company / Legal Entity

TR01 (FCRS = TR001) Novartis Sağlık, Gıda ve Tarım Ürünleri San. Ve Tic. A.Ş.

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regulär

Shift Work

No

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