

Invoicing Analyst

Job ID
REQ-10011120
Jul 08, 2024
Spain

Summary

Work location: Barcelona. In this role you will manage any step within the release to invoice process, like ensuring daily invoicing. In some specific products as Gene Therapies, you will manage as well any step in the order to cash process. Scope also includes customer's complaint management, invoicing process, issue credit notes and returns management, and management of processes and new projects related with new technologies in order to improve Customer Experience. This is a great opportunity in the Customer Experience department at Novartis, in which you will have daily contact with different areas, such as Order to Release, Demand, Customer Master Data, Market Access, Risk and Credit, Finance.

About the Role

Major accountabilities:

- Responsible for the daily tasks of the invoicing process and ensure invoices are sent to customers in time.
- Review and control the information in the system
- Coordinate the process of digitalization of the customers (orders and invoices), helping with all the EDI connections and tasks between Edicom and the customers.
- Participate in customer experience projects
- Takes ownership for customer invoicing complaints. In case of invoice mismatch, investigate and find a solution either credit note, invoice or appropriate solution
- Management of customer requests: copies of invoices, delivery notes, agreements, prices
- Generate customer solution agreements (MA) in a monthly base: credit notes, free product, or any other.
- Coordinate Quality deviations (temperature or major deviation) within QA department and follow up appropriate actions.
- Manage and coordinate returns with warehouse (3PL) team, expired product or damaged. Perform next steps (invoice, credit note) or rework, or to be destroyed.

Obligatory requirements:

- Education: Business administration degree, or any related field
- 3 years of experience in Customer service, invoicing or order management role/sector
- Ability to quickly identify customer needs and exercise judgment in a professional and confident manner.
- Understanding of an order to invoice process and team work with Supply Chain, Finance, Credit.
- Exceptional interpersonal skills with good verbal and written communication.
- Fluent Spanish and English, written and spoken.

Desirable requirements:

- Knowledge of SAP4H is a plus.
- Knowledge of EDI would be highly appreciated.

Why Novartis:

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: [https://www.novartis.com/about/strategy/people and culture](https://www.novartis.com/about/strategy/people-and-culture)

You'll receive: 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](https://www.novartis.com/careers/benefits-rewards)

Commitment to Diversity and Inclusion:

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

Join our Novartis Network:

If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

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>

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<https://talentnetwork.novartis.com/network>

Division

Finance

Business Unit

Innovative Medicines

Location

Spain

Site

Barcelona Gran Vía

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmacéutica, S.A.

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

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