

# Customer Services Coordinator

Job ID  
REQ-10017025  
Jul 24, 2024  
Türkiye

## Summary

Ensure the finished product supply of local and global customers in accordance with ordered quantity and time, minimum stock cost, maximum customer satisfaction, minimum production cost and lead time  
Establish optimal demand plan including demand assumptions, inventory levels and operational cost according to budget

## About the Role

### Job Description

- Ensure the finished product supply of local and global customers in accordance with ordered quantity and time, minimum stock cost, maximum customer satisfaction, minimum production cost and lead time
- Establish optimal demand plan including demand assumptions, inventory levels and operational cost according to budget
- Monitor demand trend and check abnormality regularly, lead corrective actions in a timely manner
- Manage demand control activities
- Ensure direct communication with CPOs, plant-internal and -external stakeholders & partners with regard to the output of the internal production changes
- Act as a point of contact for follow-up on time delivery dates and quantities
- As part of site S&OP cycle, hold monthly Demand Reviews

### Minimum Requirements

- University degree preferably in Industrial Engineering or equivalent
- Min. 3 years of experience in Supply Chain, preferably in planning
- Excellent communication skills in English
- Strong interpersonal skills with customers
- Able to report accurately and meet deadline
- Team working and customer oriented mindset
- Ability to work in a fast-paced changing environment
- Good analytical thinking skills

- SAP knowledge is an asset (SAP BO / IBI and PP modules)

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Division

Operations

Business Unit

Innovative Medicines

Location

Türkiye

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

Regular

Shift Work

No

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