

# Executive Assistant

Job ID  
REQ-10027317  
Oct 23, 2024  
Taiwan

## Summary

-Provide administrative support and strategic administrative support to the country president

## About the Role

### Major accountabilities:

- General administrative support: Deals with complex administrative and organizational assignments independently and takes care of general administrative tasks.
- Involved in orchestration of annual strategic planning processes and above country presentations.
- Interaction: Informs, advises and supports the team and associates from outside the team on processes, guidelines services that are specific to the department.
- Accommodates customer's specific needs.
- Work processes in own area of responsibility: Initiates new processes or modification of processes and coordinates the introduction of new or modified processes.
- Handling of administrative projects: Acts as project coordinator/manager for administrative projects (design, planning, implementation, communication, etc.) -Supervisory tasks: Mentors temporary employees or apprentices or assumes a limited project coordination/management role.
- Proactively engage stakeholders to ensure that on site client's expectations are met through high levels of customer service -Effectively manage service vendor to ensure an on time deliverable system.
- 24/7 emergency call support and site attendance is required.
- Flexibility and ownership of the overall operations.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt

### Key performance indicators:

- Enhance operational effectiveness and efficiency
  - Consistently monitor and control the quality of performance
  - Reduce operational costs

### Minimum Requirements:

#### Work Experience:

- Cross Cultural Experience.
- Collaborating across boundaries.
- At least 3 years working in administrative professional

### Skills:

- Quality decision making.
- Managing resources.
- Creativity and visioning.
- Being assertive.
- Conflict management.
- Challenging the status quo.
- Influencing and persuading.
- TA Strategy Prioritization.
- Strong organization and project management.
- Analyzing stakeholder requirements.

#### Languages :

- English and Chinese

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Division

International

Business Unit

Innovative Medicines

Location

Taiwan

Site

Taipei

Company / Legal Entity

TW03 (FCRS = TW003) Novartis (Taiwan) Co. Ltd

Functional Area

Facilities & Administration

Job Type

Full time

Employment Type

Regular

Shift Work

No

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