

# Associate Manager - Complaints Management

Job ID  
REQ-10029110  
Nov 14, 2024  
India

## Summary

Able to manage technical complaints by driving the manufacturing investigation, supporting Site's Subject Matter Experts and CAPA definition.

## About the Role

Major accountabilities - **Responsibilities include but are not limited to:**

- Managing technical complaints by driving the manufacturing investigation, supporting Site's Subject Matter Experts and CAPA definition
- Support continuous improvement of our activities, procedures and knowledge as well as experience sharing inside and outside the Site

Minimum requirements - **What you'll bring to the role:**

- Proven professional experience in pharmaceutical manufacturing site and/or QA/QC
- Graduate in Chemistry, Pharmacy, Microbiology, Biotechnology or another related science
- Knowledge of aseptic manufacturing processes / sterile dosage forms as well as Medical Device/Combination Products is desirable
- Profound experience in the investigation of deviations (root cause investigation according to standard methods)
- Knowledge of current GMP
- Strong communication skills and high agility to successfully work with a variety of individuals in interdisciplinary teams
- Proficiency in English (spoken & written)

Experience:

- 6-10 years of relevant experience in Quality Operations.

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**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>

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Division

Operations

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Quality

Job Type

Full time

Employment Type

Regular

Shift Work

No

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

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