

Process Control & Commercial Projects Manager

Job ID
REQ-10030978
Dec 09, 2024
Egypt

Summary

Location: Cairo, Egypt #LI-Hybrid

About the Role:

As a Process Control & Commercial Projects Manager you will be responsible for leading and manage all aspects of the Sales Administration/ Operations team within a significant country including order management team; site-to-site material purchasing process and master data maintenance to ensure uninterrupted business operations. Manage team activities including resources allocation based on workload and priorities, professional development, reporting and delivery of group objectives. Leading a key area of sales support within a significant county (Sales training, Analytics, Sales Operations). Develop an effective through training and coaching or management of key commercial programs.

This role reports directly into the Customer Service Lead and will work hand in hand with the interrelated cross function teams.

About the Role

Key Responsibilities:

- Responsible for supporting sales representatives and channel partners in processing orders / returns; providing metrics/ reports to Sales team and engaging HCPs for expense payout.
- Follow up on sales orders and provide status updates, update customer lists business wise.
- Research and resolve escalated problems and issues, including issues related to order management, accounting and invoicing.
- Communicate status of problems and solutions to customers and other appropriate parties.
- Ensure team adherence to all processes and working procedures related to customer service.
- Coordination of process changes and maintenance of customer service SOP's.
- Ensuring new team members receive the required level of system support and training to efficiently and effectively perform appointed role.
- Approval of SOP/ GxP document as main responsible and accountable person for the content and the applicability of the mentioned procedures.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

Essential Requirements:

- Bachelor's degree in any relevant discipline.

- Minimum 3 years of experience in relevant Commercial functions, Regulatory Affairs and/or Quality in MNCs in the Pharma/Healthcare industry.
- Excellent English Language proficiency.
- Proven track record in managing diverse stakeholders (Internal and External).

Desirable Requirements:

- People Management experience.
- Project Management experience.
- Master's Degree in a relevant discipline.

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.

Novartis is a proud member of the *ILO Global Business and Disability Network* and the *Valuable 500*, promoting the inclusion of people with disabilities in workplaces around the world. We also collaborate with international partners, such as *Disability: IN*, *Purple Space*, and *Business Disability Forum* to identify and develop best practice solutions to enable people with disabilities to participate as equal members of our organization.

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Skills:

- Calls Handling.
- Curiosity.
- Customer Care.
- Customer Experience.
- Customer Relations.
- Customer Satisfaction.
- Customer Service.
- Customer Support.
- E-Learning.
- Field Service Management.
- Front-End Development.
- Order Management.
- Professionalism.
- Project Management.
- Sales.

Languages:

- Arabic.
- English.

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>

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>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

International

Business Unit

Innovative Medicines

Location

Egypt

Site

New Cairo

Company / Legal Entity

EG02 (FCRS = EG002) Novartis Pharma S.A.E

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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2. <https://www.thevaluable500.com/members>
3. <https://disabilityin.org/>
4. <https://www.purplespace.org/>
5. <https://businessdisabilityforum.org.uk/>
6. <https://www.novartis.com/about/strategy/people-and-culture>
7. <https://talentnetwork.novartis.com/network>
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