

Customer Service Associate

Job ID
REQ-10039324
Feb 03, 2025
Australia

Summary

Join the dynamic team at Novartis and take your career to new heights! As a Customer Service Representative, your role will be crucial in providing exceptional service to our valued customers in Australia and New Zealand. You'll have the opportunity to make a significant impact by overseeing the Customer Service & Supply Chain department, streamlining operations, and delivering unparalleled service. At Novartis, we value your growth and offer a supportive and collaborative work environment. Don't miss out on this incredible opportunity – apply now and be part of our remarkable journey in transforming global healthcare!

About the Role

- Perform accurate and timely customer service functions for efficient warehouse operations.
- Handle phone inquiries, resolve issues, and transfer calls when necessary.
- Process various types of orders in the SAP system.
- Coordinate with the logistics provider for order management and deliveries.
- Manage wholesaler credit requests, stock counts, and returns.
- Collaborate with Demand Planners to optimize order processes.
- Create and manage customer accounts.
- Generate monthly NFCM compliance reports.
- Provide support for invoice processing and yearly audits.
- Assist with out-of-hours customer service and emergency orders.
- Collaborate on customer service and supply chain projects.
- Support the rebates team and process rebate submissions.
- Validate and process PBS pricing SOH claims.
- Run and distribute weekly stock out reports.
- Maintain customer licenses and coordinate archiving.
- Serve as backup for the Senior Customer Service Associate.

Minimum Requirements:

- 2 years of experience in customer service.
- Previous experience in customer service or supply chain.
- Experience in the pharmaceutical industry is advantageous.
- Proficiency in working with ERP systems, with preference given to SAP SD experience.

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

Australia

Site

New South Wales (NSW)

Company / Legal Entity

AU04 (FCRS = AU004) AU Pharma Pty Ltd

Functional Area

Sales

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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