

Order Management Specialist

Job ID
REQ-10008993
Mayo 30, 2024
México

Resumen

To provide customer service for direct sales to Mexican government since the reception and processing of sales orders and credit notes as well as analytical support to supply chain for reporting, compliance, and accuracy of data as well as having an active participation in processes improvement.

About the Role

Location: Hybrid. CDMX

Your responsibilities include, but are not limited to:

- Monitor and maintain correct system transactions related to order management processes according to defined business cases.
- Provide guidance and assist assigned customers for returns, write-off's, rebates and credit/debit notes according to the established SOPs and guidelines.
- Perform system bookings for returns and issue credit notes in a timely manner taking into consideration month-end, quarter-end and year-end financial timelines.
- Define and decide on priorities for physical deliveries in collaboration With the Manufacturing Sites
- Perform order confirmation / inbound and outbound system bookings for manually placed orders in
- Maintain a proactive and close communication with customers and suppliers aligning daily business to guarantee a high customer service level at all times
- Facilitate communication of all customers and suppliers in alignment with direct communication principles and actively support in case no direct communication is in place

Role Requirements :

- University degree – Preferably Finance/Accounting or Business Administration
- Experience in Accounting/Finance: +2 years
- English (advanced)
- Experience with SAP, or comparable systems, preferred.
- Excellent attention to detail and organizational abilities
- Excellent communication and interpersonal skills
- Strong analytical and problem-solving skills

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>

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División

Finance

Business Unit

CTS

Ubicación

México

Sitio

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Auditoría y Finanzas

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Ajustes de accesibilidad

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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