

# SCM & Customer Service Senior Expert

Job ID  
REQ-10029241  
Nov 15, 2024  
Canada

## Sommario

Location: Montreal, #LI-Hybrid

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

About the role:

We are looking for experienced and passionate professionals to help us achieve our ambitious mission to reach twice as patients twice as fast. As Supply Chain & Customer Service senior expert, you will be responsible for managing the Customer Service/Wholesaler management operations providing tactical and analytical support to the business, while also supporting key projects in Supply Chain Management. The role reports directly into the Head of Supply Chain Management & Customer Operations and will work closely with Trade, Supply Planning and BPA teams.

Temporary position: 15 months

## About the Role

### Key responsibilities:

- Engage and develop team talent with the right skills for the right roles through targeted skilling; whilst enhancing team productivity and morale.
- Oversee Order Management Analytical processes, ensuring to collect intelligence from both internal and external stakeholders and share insights cross-functionally to enable data-driven decisions and improve overall order management and distribution performance.
- Lead order to release and release to invoice productivity initiatives, and internal projects to maximize customer service level.
- Responsible to manage and evaluate the wholesaler performance and its impact in business operations.
- Guarantees excellence in Customer Service Level and Satisfaction – creates and safeguards key performance indicators to develop remediation plans to achieve operational excellence.
- Owns Customer Service Financial controls in full compliance with corporate guidelines.
- Support SCM Head in the development and implementation of key projects.

## What you'll bring to the role:

### Essential :

- **University Degree in Business/Finance/Economics/Engineering, preferred.**
  - **Experience in Customer Service, Order Management, Logistics and distribution.**
  - **Excellent oral and written communication skills with a team player and pro-active attitude. Ability to address time-sensitive or urgent problems and adjust to periods of intense workload. Project Management.**
  - **Leadership with proven problem-solving skills and ability to deal with ambiguity.**
  - **Strong knowledge of M365 package and data analytics tools as Power BI, Sap Business Objects, Tableau, etc.**
- Intermediate Bilingualism – Oral and Written: English and French
  - 
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  - Intermediate Bilingualism – Oral and Written: English and French

## **Desirable Requirements:**

- 3-5 years of pharmaceutical experience
- Experience with SAP, Microsoft Access, and BPC

**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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Divisione

Operations

Business Unit

CTS

Posizione

Canada

Sito

Montreal

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Temporary (Fixed Term)

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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