

# Customer Operations Manager

Job ID  
REQ-10028239  
Nov 03, 2024  
China

## About the Role

### Major Responsibilities:

- Support assigned hospital accounts in the order management process with coordination of the required logistics, delivering exceptional customer services.
- Work cross-functionally with, operations, supply chain, manufacturing sites, quality assurance, legal, compliance regulatory, commercial, and medical teams to ensure that the needs of our customers (both external and internal) are met.
- Monitor and maintaining correct system transactions related to order management processes based on planning & master data parameters, including the up-to-date status of the order at any point in time.
- Collaborate with manufacturing plants, quality, supply chain, and third-party logistics to enhance customer experience and proactively identify process improvements and innovative solutions.
- Participate actively in cross-functional initiatives aiming for constant process and performance improvement.
- Execute relevant order management and customer service programs efficiently and compliantly.
- Build trust and confidence with internal and external customers.
- Determine key drivers of operational excellence and continuously participating in its development.
- Act with integrity and honesty by treating customers and colleagues in a transparent and respectful manner with clear intent.
- When facing ethical dilemmas, do the right thing and speak up when things don't seem right.
- Live by Novartis Code of Ethics and Values and Behaviors.

### Critical Experiences & Knowledge :

- Bachelor degree, with a minimum of 5 years working experience in healthcare industry, experience working in a nuclear medicine and cell/gene-therapy area is preferred
- Operational efficiency, precision, and attention to detail is a must.
- Great capabilities of managing complexity, dealing with ambiguity, solving practical problems and managing stakeholder
- Being well-structured and analytical, strong conceptual thinking, and process-orientation.
- Strong communication skills with a natural ability to establish relationships and address customer issues.
- Ability to drive networked team members from various roles towards achieving common goal
- English fluency

## Role Requirements

**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?

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Division

International

Business Unit

Innovative Medicines

Location

China

Site

Shanghai (Shanghai)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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