

## Customer Service Associate

Job ID  
REQ-10039324

2月 11, 2025

Australia

### 摘要

To provide best in class customer service to Novartis customers in Australia and New Zealand, whilst developing efficiencies and driving innovations within the Customer Service & Supply Chain department.

### About the Role

#### Key Responsibilities:

- Perform accurate and timely Customer Service functions to ensure smooth operation of the 3rd-Party Logistic Provider 's (3PL) warehouse. This area is defined with KPI's.
- Perform Order Entry/Order Release processes for all SAP order types eg. Wholesaler orders (EDI, manual, ship direct), gene therapy, compassionate/SAS, complaint replacements, clinical trials, free goods and marketing samples.
- Liaise with the 3PL regarding order management, order tracking and wholesaler delivery

schedules.

- Process wholesaler credit requests, stock counts and returns within the Customer Claims Database. Investigate all claims via stock counts, return goods instructions, liaise with DHL and utilising their track and trace website for POD 's and packing configurations. Ensure all destruction confirmations are received. Perform claim rejections where necessary after full investigation. Ensure claims are processed/cleared on a monthly basis and before month end.
- Liaise with the Demand Planners and utilise the stock capping process for order management to reduce instances of stockouts.
- Where required, create, change and close customer accounts using C-tool and following the work instruction in one note.
- Running of NFCM compliance reporting on a monthly basis.
- Invoice processing.
- Support Customer Service Manager with yearly audits.
- Assist with out of hours coverage or emergency orders for Customer Service where necessary.

#### 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>

部门  
International

Business Unit  
Innovative Medicines

地点  
Australia

站点  
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

[Apply to Job](#)

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.



Job ID  
REQ-10039324

Customer Service Associate

[Apply to Job](#)

---

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10039324-customer-service-associate>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/New-South-Wales-NSW/Customer-Service-AssociateREQ-10039324>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/New-South-Wales-NSW/Customer-Service-AssociateREQ-10039324>