

Skrbnik kupcev NPhS (m/ ž /d) / Customer Account Manager NPhS (m/f/d)

Job ID

REQ-10046721

4月 07, 2025

Slovenia

摘要

As a Customer Account Manager NPhS you will be responsible for managing and balancing the relationship between customer, vendor and Logistics Expert for all supply related matters. Serving as customer's advocate in all areas related to demand & supply planning and order management (order entry/ maintenance) with a strong focus on customer service level. Working in accordance with legislation, internal rules, good practices and business objectives.

Join us and become our next talent.

About the Role

Key Responsibilities:

For assigned country portfolio:

- Serve as customer's advocate ensuring good customer relations and high customer service level
- Facilitate communication to customer and vendor in alignment with NPhS, Credit Management and Pricing Department
- Be first point of escalation for customer, vendor and NPhS AG
- Assess delivery date of open orders per month; make sure the forecasted figure is being met under consideration of the procurement and credit situation. Sales Forecasting is done in close cooperation with NPhS, NPhS Regional offices, customers and Credit Mgt. Sales achievement must be based on fulfillment of the Incoterm
- Maintain planning and master data parameters alignment among customer/ vendor and PhSC systems for active assortment
- Drive Demand availability and accuracy together with local team and LCIs
- Perform order management
- Monitor correct systems transactions, related to order validation/confirmation/ PO/Outbound creation

Essential Requirements:

- University diploma in technical or business related area, preferably in Supply Chain.
- Minimum 2 years in Supply Chain or Pharmaceuticals.
- Active knowledge of English.
- Knowledge of Microsoft Office.
- Highly motivated, independent and self-initiative.

We offer permanent employment, with 6 months of probation period. Submit your application with the CV in Slovenian and English language.

You'll receive:

Competitive salary, Annual bonus, Flexible working schedule, tailored to your needs, possibility to work from home, Pension scheme, Employee Recognition Scheme, Expanded program for the promotion of health in the field of physical, mental and social well-being (Wellbeing), employment at Top SI Employer, Unlimited learning and development opportunities.

Commitment to Diversity and Inclusion:

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

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversity.inclusionslo@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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For Slovenia:

Kot Skrbnik kupcev NPhS (m/ ž /d)poste odgovorni za upravljanje in usklajevanje odnosov med strankami, dobavitelji in logisti nimi strokovnjaki za vse zadeve, povezane z oskrbo. Opravljanje funkcije zastopnika stranke na vseh podro jih, povezanih z na rtovanjem povpra š evanja in ponudbe ter upravljanjem naro il (vna š anje/vzdr ž evanje naro il), z mo no osredoto enostjo na raven storitev za stranke. Delovanje skladno z zakonodajo, internimi predpisi, dobrimi praksami in poslovnimi cilji.

Pridru ž ite se nam in postanite na š naslednji talent.

Va š e klju ne odgovornosti:

Za dodeljeni portfelj v dr ž avi:

- Opravljanje funkcije zastopnika stranke za zagot. dobroih odnosov s strankami ter visoke ravni storitev.
- Usklajevanje kom. s strankami in dobavitelji ob usklajevanju z NPhS, Credit management in dolo anje cen.
- Biti prve kontaktne to ke za eskalacijo za stranke, dob.in NPhS AG.
- Ocena datuma dobave odprtih naro il, zagotavljanje doseganja napovedanih števil ob upo š tevanju nabave in kreditnega polo ž aja. Napoved prodaje se izvaja v tesnem sodelovanju z NPhS, regionalnimi pisarnami NPhS ter oddelkom za upravljanje strank in kredita. Doseganje prodaje mora temeljiti na izpolnitvi zahtev iz stand.Incoterm.
- Vzdr ž evanje na rtovanja in usklajevanje parametrov mat.pod. med sistemi strank/dobaviteljev in PhSC za sortiment.
- Spodbujanje razpolo ž ljivosti v primeru povp. in to nosti skupaj z ekipo in LCI.
- Izvajanje upravljanja naro il.
- Spremljanje sistemskih transakcij, povezanih z validacijo/potrditvijo naro il/ustvarjanjem PO/izhodnih dejavnosti.

Va š doprinos k delovnemu mestu:

- Univerzitetna stopnja izobrazbe tehni nega ali poslovnega podro ja, po mo ž nosti na podro ju oskrbe.
- Minimalno 2 leti izku š enj iz podro ja Oskrbe ali farmacije.
- Aktivno znanje angle š kega jezika.
- Poznavanje orodja Microsoft Office.
- Visoka motiviranost za delo, samostojnost in samoiniciativnost.

Z izbranim kandidatom bomo sklenili delovno razmerje za nedolo en asposkusno dobo 6 mesecev. Prijavo oddajte z ž ivljenjepisom v slovenskem in angle š kem jeziku.

Kaj nudimo:

Konkurenčna plačna napolnitvena, letni bonus, fleksibilna dela, z možnostjo prilaganja urnika in delom od doma, zaposlitev v podjetju s certifikatom TOP Employer, pokojninsko shemo, shemo nagrajevanja in priznanja dosežkov razvoja ter dogodke, neomejene priložnosti za dostop do novih razvojnih izzivov.

Predani smo raznolikosti in vključenosti

Novartis

si prizadeva ustvariti izjemno, vključno delovno okolje in oblikovanje raznolikih timov, saj ti predstavljajo naše bolnike in skupnosti, ki jih oskrbujemo.

V Novartisu si prizadevamo k vključenostim z invalidnostjo in zagotavljanju ustreznih prilagoditev delovnega okolja posameznikom z omejitvami.

V kolikor zaradi bolezni ali invalidnosti potrebujete ustreerne prilagoditve v kateremkoli delu selekcijskega procesa ozziroma potrebujete prilagoditve pri izvajanju osnovnih nalog na delovnem mestu, nam pišite naslov diversity.inclusionslo@novartis.com in navedite, kakšne prilagoditve potrebujete ter vaše kontaktne podatke. Prosimo, vključite tudi podatek o številki razpisa, na katerega se prijavljate.

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
Operations

Business Unit
Innovative Medicines

地点
Slovenia

站点
Ljubljana

Company / Legal Entity
SI19 (FCRS = SI019) Novartis farmacevtska proizvodnja d.o.o.

Functional Area
Technical Operations

Job Type
Full time

Employment Type
Regular

Shift Work
No

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Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with

disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversity.inclusionslo@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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