

# Office Administrator

Job ID

394280BR

Apr 15, 2024

Ukraine

## Summary

-Provide administrative support and purchasing expertise to ensure the timely provision of services for effective and efficient maintenance

## About the Role

### Major accountabilities:

- General administrative support: Deals with complex administrative and organizational assignments independently and takes care of general administrative tasks.
- Involved in strategic planning processes.
- Interaction: Informs, advises and supports the team & associates from outside the team on processes, guidelines services that are specific to the department.
- Accommodates customer's specific needs.
- Work processes in own area of responsibility: Initiates new processes or modification of processes and coordinates the introduction of new or modified processes.
- Handling of administrative projects: Acts as project coordinator/manager for administrative projects (design, planning, implementation, communication, etc.) -Supervisory tasks: Mentors temporary employees or apprentices or assumes a limited project coordination/management role.
- Proactively engage stakeholders to ensure that on site client's expectations are met through high levels of customer service -Effectively manage service vendor to ensure an on time deliverable system.
- 24/7 emergency call support & site attendance is required.
- Flexibility and ownership of the overall operations.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

### Key performance indicators:

- Enhance operational effectiveness and efficiency
  - Consistently monitor and control the quality of performance
  - Reduce operational costs
  - Maximize asset value and extend asset life cycle

### Minimum Requirements:

#### Work Experience:

- Managing Crises.
- Cross Cultural Experience.

- Collaborating across boundaries.

**Skills:**

- Managing resources.
- Conflict management.
- Challenging the status quo.
- Creativity and visioning.
- Being assertive.
- Franchise Strategy Prioritization.
- Transaction Deal Structuring.
- Analyzing stakeholder requirements.
- Influencing and persuading.
- Quality decision making.

**Languages :**

- English.

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Division

International

Business Unit

Innovative Medicines

Location

Ukraine

Site

Kyiv

Company / Legal Entity

UAP0 (FCRS = CH024) NOPH SERVICES UKRAINE

Functional Area

Facilities & Administration

Job Type

Full time

Employment Type

Regular

Shift Work

No

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