

# Customer Operations Manager

Job ID  
REQ-10028239  
Nov 03, 2024  
China

## Summary

Explore, develop, implement and evaluate Digital innovation solutions that address customer needs. Co-create with key stakeholders to build partnerships and collaborations. Leads the delivery of multiple projects across a variety of creative and marketing channels, including print and digital media. Develop and coordinate project plans across the design, development and production stages of a project to support the successful delivery within set KPI's. Works in collaboration with brand teams, technical teams and all functions to maximize value. Provides consultancy, advice and assistance on strategy for commercialization of products, and influence marketing/Marketing Sales Operation team on decision making on Sales Force resource allocation in most optimal ways, through delivery of proven analytics based projects. Provide analytics support to Novartis internal customers

## 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 details 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

**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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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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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 [diversityandincl.china@novartis.com](mailto:diversityandincl.china@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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