

Associate Manager - Complaints Management

Job ID
REQ-10029110
Nov 14, 2024
India

Summary

Able to manage technical complaints by driving the manufacturing investigation, supporting Site's Subject Matter Experts and CAPA definition.

About the Role

Major accountabilities - **Responsibilities include but are not limited to:**

- Managing technical complaints by driving the manufacturing investigation, supporting Site's Subject Matter Experts and CAPA definition
- Support continuous improvement of our activities, procedures and knowledge as well as experience sharing inside and outside the Site

Minimum requirements - **What you'll bring to the role:**

- Proven professional experience in pharmaceutical manufacturing site and/or QA/QC
- Graduate in Chemistry, Pharmacy, Microbiology, Biotechnology or another related science
- Knowledge of aseptic manufacturing processes / sterile dosage forms as well as Medical Device/Combination Products is desirable
- Profound experience in the investigation of deviations (root cause investigation according to standard methods)
- Knowledge of current GMP
- Strong communication skills and high agility to successfully work with a variety of individuals in interdisciplinary teams
- Proficiency in English (spoken & written)

Experience:

- 6-10 years of relevant experience in Quality Operations.

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>.

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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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>

Division

Operations

Business Unit

Innovative Medicines

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Quality

Job Type

Full time

Employment Type

Regular

Shift Work

No

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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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