

# Customer service and Production Planning manager (m/f/d) / Skrbnik oskrbe kupcev in planiranja proizvodnje (m/ž/d)

Job ID  
REQ-10037739  
Jan 22, 2025  
Slovenia

## Summary

Internal title: Customer Service Manager / Skrbnik oskrbe kupcev

Customer service and Production Planning manager constitutes an interface between the site and its customers, acting as the primary point of contact and ensuring availability of the supply plan for customers in accordance with the relevant contracts. Responsible for the management of market needs and supply plans with the aim to meet those needs.

Join us and become our next talent.

## About the Role

### Key Responsibilities:

- Ensures direct communication with customers as well as internal and external stakeholders.
- Plans and provides customers with good insight into the current supply plan by:
- Managing demand control activities as an input for the Master Production Schedule (MPS) and detailed road mapping.
- Driving and managing the Master Production Schedule for the short-term and tactical horizon, ensuring capacity & resources are in place to support agreed demand plan to satisfy the Customer requirements.
- Monitors the implementation of the supply plan in terms of quantity and deadlines in accordance with Service Level Agreements (SLA).
- Responsible for the preparation and maintenance of SLAs, and coordinates the alignment of the relevant planning parameters (e.g. minimum order quantities, level of emergency and maximum stock, order lead time, and requirements regarding the shelf-life of good from pending orders) in agreement with customers.
- Responsible for the monthly Demand Review meeting, including demand projections, trend identification, presentation of variations with regard to the latest demand submissions.
- Responsible for the monthly inputs to the Supply Review meeting and the monthly Business Review meeting

as part of the Sales and Operations process.

### **Essential Requirements:**

- Minimum university degree (BSc).
- Minimal 2 years of working experience in supply chain and production planning.
- Active knowledge of English.
- Knowledge of Microsoft Office.
- Knowledge of SAP.
- Desirable knowledge of MES system.
- Highly motivated, independent and self-initiative.

We offer **temporary 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.

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For Slovenia:

Kot **Skrbnik oskrbe kupcev in planiranja proizvodnje (m/ž/d)** predstavlja vmesni člen med lokacijo in njenimi kupci, pri čemer deluje kot primarna kontaktna oseba in zagotavlja dostopnost načrta oskrbe za kupce v skladu s pogodbami. Odgovoren je za upravljanje potreb trgov v taktičnem horizontu ter vodenje in sodelovanje na projektih vezanih na oskrbo kupcev.

Pridružite se nam in postanite naš naslednji talent!

### **Vaše ključne odgovornosti:**

- Skrbi za to, da imajo kupci dober vpogled v trenutno veljavni načrt dobave.
- Spremlja realizacijo načrta dobav glede količin in rokov v skladu s pogodbami o nivoju storitev (SLA).
- Deluje kot kontaktna oseba v procesu sprememb za vse zadeve, povezane z naročili. Spremlja odprta in neizpolnjena naročila med lokacijo in kupci za 'redna' naročila.
- Upravljanje aktivnosti nadzora povpraševanja kot input za šlan proizvodnje (MPS).

- Skrb za plan proizvodnje (MPS) za kratkoročni in taktični horizont ter zagotavljanje kapacitete in virov za dogovorjen načrt proizvodnje in oskrbe kupcev.
- Odgovoren je za pripravo in vzdrževanje pogodb SLA in koordinira uskladitev ustreznih parametrov načrtovanja (npr. minimalne količine naročil, nivo varnostnih in maksimalnih zalog, čas od naročila do realizacije in zahteve glede roka uporabe blaga iz odprtih naročil) v dogovoru s taktičnimi načrtovalci in kupci.
- Odgovoren je za mesečni sestanek za pregled povpraševanja (srednjeročno obdobje 3-24 mesecev) vključno s predvidevanji o povpraševanju, prepoznavanjem trendov, prikazom varianc glede na zadnje vloge za povpraševanje, kot prispevek sestanku za pregled dobave in mesečni sestanek za pregled poslovanja v okviru procesa prodaje in dejavnosti.
- Upravlja aktivnosti za nadzor povpraševanja (kratkoročno obdobje 03/4 mesecev) in prispeva podatke za glavni proizvodni plan (MPS) in podrobno časovno načrtovanje.

#### **Vaš doprinos k delovnem mestu:**

- Univerzitetna stopnja izobrazbe farmacevtske, kemijske ali druge naravoslovne smeri.
- Minimalno 2 leti delovnih izkušenj na področju dobavne verige in načrtovanja proizvodnje.
- Poznavanje sistema SAP.
- Zaželeno je poznavanje sistema MES.
- Aktivno znanje angleškega jezika.
- Poznavanje orodja Microsoft Office.
- Visoka motiviranost za delo, samostojnost in samoiniciativnost.

Z izbranim kandidatom bomo sklenili delovno razmerje za **določen čas** s poskusno dobo **6 mesecev**. Prijavo oddajte z življenjepisom v slovenskem in angleškem jeziku.

#### **Kaj nudimo:**

Konkurenčen plačni paket, letni bonus, fleksibilen način dela, z možnostjo prilagajanja urnika in delom od doma, zaposlitev v podjetju s certifikatom TOP Employer, pokojninsko shemo, shemo nagrajevanja in priznanja dosežkov, razširjeni program promocije zdravja na področju telesnega, duševnega in družbenega počutja (Polni življenja) ter dogodke, neomejene priložnosti za učenje in razvoj.

#### **Predani smo raznolikosti in vključenosti**

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

**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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<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>

Division  
Operations  
Business Unit  
Innovative Medicines  
Location  
Slovenia  
Site  
Ljubljana  
Company / Legal Entity  
SI19 (FCRS = SI019) Novartis farmacevtska proizvodnja d.o.o.  
Functional Area  
Technical Operations  
Job Type  
Full time  
Employment Type  
Temporary (Fixed Term)  
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.inclusion\\_slo@novartis.com](mailto:diversity.inclusion_slo@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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