

# Customer Service Associate

Job ID  
REQ-10039324  
Feb 11, 2025  
Australia

## Resumen

To provide best in class customer service to Novartis customers in Australia and New Zealand, whilst developing efficiencies and driving innovations within the Customer Service & Supply Chain department.

## About the Role

### Key Responsibilities:

- Perform accurate and timely Customer Service functions to ensure smooth operation of the 3rd-Party Logistic Provider's (3PL) warehouse. This area is defined with KPI's.
- Perform Order Entry/Order Release processes for all SAP order types eg. Wholesaler orders (EDI, manual, ship direct), gene therapy, compassionate/SAS, complaint replacements, clinical trials, free goods and marketing samples.
- Liaise with the 3PL regarding order management, order tracking and wholesaler delivery schedules.
- Process wholesaler credit requests, stock counts and returns within the Customer Claims Database. Investigate all claims via stock counts, return goods instructions, liaise with DHL and utilising their track and trace website for POD's and packing configurations. Ensure all destruction confirmations are received. Perform claim rejections where necessary after full investigation. Ensure claims are processed/cleared on a monthly basis and before month end.
- Liaise with the Demand Planners and utilise the stock capping process for order management to reduce instances of stockouts.
- Where required, create, change and close customer accounts using C-tool and following the work instruction in one note.
- Running of NFCM compliance reporting on a monthly basis.
- Invoice processing.
- Support Customer Service Manager with yearly audits.
- Assist with out of hours coverage or emergency orders for Customer Service where necessary.

### Minimum Requirements:

- 2 years of experience in customer service.
- Previous experience in customer service or supply chain.
- Experience in the pharmaceutical industry is advantageous.
- Proficiency in working with ERP systems, with preference given to SAP SD experience.

**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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División

International

Business Unit

Innovative Medicines

Ubicación

Australia

Sitio

New South Wales (NSW)

Company / Legal Entity

AU04 (FCRS = AU004) AU Pharma Pty Ltd

Functional Area

Ventas

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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