

Étudiant(e) / Student - Customer Experience

Job ID
REQ-10040294
Feb 27, 2025
Canada

Resumen

Location: Montreal, #LI-Hybrid
From May 12 to August 29, 2025 - 16 weeks

French will follow

About the role:

We are looking for students eager to dive into the world of corporate to join our team at Novartis Canada. This is a unique opportunity to gain hands-on experience at a leading innovative medicines company. Under the guidance of seasoned professionals, you'll be supporting key projects. This role is perfect for a proactive individual who wants to explore, participate in meaningful projects and develop valuable skills in a collaborative environment.

(French)

Étudiant(e) d'été expérience client
Lieu: Montréal, #LI-Hybrid
Du 12 mai au 29 août 2025 – 16 semaines

À propos du poste:

Nous sommes à la recherche d'un(e) étudiant(e) impatient(e) de plonger dans le monde de la grande entreprise pour se joindre à notre équipe chez Novartis Canada. Ce stage est une occasion unique d'acquérir une expérience pratique au sein d'une entreprise de médicaments novatrice de premier plan. Vous soutiendrez des projets clés sous la supervision de professionnels chevronnés. Ce poste est parfait pour une personne proactive qui souhaite explorer et participer à des projets significatifs et développer des compétences précieuses dans un environnement collaboratif.

About the Role

French will follow

Key Responsibilities:

- Customer orders management (RLT and RLI), tracking, monitoring, and rescheduling due to various business reasons.
- Point of contact for external and internal customers to ensure timely and safe deliveries of medications to

customers and patients.

- Various reports, process optimization & ad-hoc projects focusing on client relationship management.
- Effectively manages inquiries from customers (product specific, including non-medical information requests e.g. POD)
- Responsible for month-end distribution activities (revenue recognition impact at month-end).

Essential Requirements:

- Strong interpersonal, organization and communication skills
- Independent, fast learner, adept to managing change
- Strong computer skills (Microsoft Office suite)
- Ability to multitask, high attention to detail and deals well with high pressure/time sensitive requests and competing priorities
- Teamwork attitude and willingness to learn new things

(French)

Responsabilités clés :

- Gestion des commandes des clients (RLT et RLI), suivi, surveillance et rééchelonnement pour diverses raisons commerciales.
- Point de contact pour les clients externes et internes afin d'assurer des livraisons rapides et sûres de médicaments aux clients et aux patients.
- Divers rapports, optimisation des processus et projets ad hoc axés sur la gestion de la relation client.
- Gère efficacement les demandes des clients (spécifiques au produit, y compris les demandes d'informations non médicales, par exemple POD)
- Responsable des activités de distribution de fin de mois (impact de la comptabilisation des produits à la fin du mois).

Exigences essentielles :

- Solides compétences interpersonnelles, organisationnelles et de communication.
- Solides compétences informatiques (suite Microsoft Office) et solides connaissances SAP (SD, MM).
- Autonome, apprenant vite, adepte de la gestion du changement.
- Capacité à effectuer plusieurs tâches à la fois, grande attention aux détails et bien gérer les demandes pressantes et urgentes et les priorités concurrentes.
- Esprit d'équipe et volonté d'apprendre de nouvelles choses.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<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>

División

International

Business Unit
Universal Hierarchy Node
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Montreal
Company / Legal Entity
CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.
Functional Area
Others
Job Type
Full time
Employment Type
Early Career (Fixed Term)
Shift Work
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