

Customer Care Coordinator - Entry Level

Job ID
REQ-10044214

7月 30, 2025

United Kingdom

摘要

About the role:

We are seeking an entry level Customer Care Coordinator who will oversee providing comprehensive support throughout the entire Order to Cash process and related duties for all customers of Novartis Pharmaceuticals UK. You will ensure that all service levels and compliance requirements are consistently met and adhered to.

About the Role

Key Responsibilities:

- To support customer care standard order fulfilment operations in accordance with Novartis Standard Terms and Conditions and UK

pharmaceutical legislation, as directed by the Commercial Operations Manager

- Responsible for ensuring allocated tasks are delivered to the agreed standards and that all relevant KPI ' s and service level agreements are met
- To ensure the integrity of financial, regulatory and quality controls.
- Process all Sales Orders to agreed standard of accuracy
- Work closely with the Demand Managers to contribute to the process of managing stock availability
- Manage emergency/same day deliveries, communicating with the Third Party Logistics providers and customers to ensure deliveries are on time
- Communicate and become the central point of contact for customers on matters regarding their orders to ensure that orders are processed in an accurate and timely fashion
- Support the customer care team as required resolving customer order issues
- Provide support and cover to colleagues when workload and priorities within the team when and where required, respect shifts times and flexible working

Essential Requirements:

- G/CSE/O Level pass grade in Mathematics & English
 - Very good communication skills, both written and verbal
 - Excellent interpersonal skills
 - Strong listening abilities
 - Proficient in Excel and SAP
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- Full and indefinite right to remain and work in the UK (no visa sponsorship / visa renewal provided)

Desirable Requirements:

- Ideally, you have experience of order processing and customer services within a busy and fast-moving environment for a Global company
- Completed an education in either Customer Service or in Business Administration

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: Competitive Salary; Annual Bonus; Pension Scheme; Share Scheme; Health Insurance; 25 Days Annual Leave; Flexible Working Arrangements; Subsidized Dining Facilities; Employee Recognition Scheme; and Learning and Development Opportunities.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to learn 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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<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>

部门

International

Business Unit

Universal Hierarchy Node

地点

United Kingdom

站点

London (The Westworks)

Company / Legal Entity

GB16 (FCRS = GB016) Novartis Pharmaceuticals UK Ltd.

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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