

Customer Service Agent (f/m/d), Schafftenau, Tirol, Austria

Job ID
REQ-10050217

5月 05, 2025

Austria

摘要

Location: Schafftenau; #LI-Hybrid; temporary

Are you passionate about delivering exceptional customer service and seeking a dynamic role within a leading pharmaceutical company? Novartis is looking for a dedicated and proactive Customer Service Agent to join our team.

Join Novartis and be part of a team that values efficiency, innovation, and customer-centric solutions. Apply now and contribute to our mission of improving health and quality of life worldwide!

About the Role

Key responsibilities:

- Independent management of customer service activities according to internal guidelines and customer requirements

- Processing customer orders, changes, returns, credit and debit notes in a timely manner, ensuring accuracy and customer satisfaction
- Independent check of forecast accuracy and follow up with customers
- Measurement and monitoring of customer service KPIs'
- Inventory optimization of stock (handling rush orders, avoiding shortages in supply, etc.)
- Proactive and solution oriented communication with customers internal and external
- Stakeholder coordination, such as production, planning, logistics, customs, quality etc.
- Distribution of marketing samples
- Support launch of new products or brands

Essential Requirements:

- High school diploma, general education degree
- Experience working with customer support preferred
- Communication skills, both written and verbal
- Strong organization skills
- Collaborative mindset and problem solving skills with a high degree of flexibility
- MsOffice (Excel)
- Fluent in English and German

Desirable Requirements:

- Experience customer service or a similar position
- ERP skills (ideally SAP)

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>

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development opportunities as well as worldwide career possibilities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary as stated in the collective bargaining agreement. For this position the minimum salary is € 46.305 /year (on a full-time basis). We also offer a potential market oriented excess payment in line with your experience and qualifications.

We are open for part-time and job-sharing models and support flexible and remote working where possible.

Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive working environment and diverse teams, representative of the patients and communities we serve.

Adjustments for Applicants with Disabilities:

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to disabilities.austria@novartis.com and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

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>

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>

部门

Operations

Business Unit

Innovative Medicines

地点

Austria

站点
Schaftenau

Company / Legal Entity
AT33 (FCRS = AT033) Novartis Pharmaceutical Manufacturing GmbH

Functional Area
Technical Operations

Job Type
Full time

Employment Type
Temporary (Fixed Term)

Shift Work
No

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5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Schaftenau/Customer-Service-Agent--f-m-d---Schaftenau--Tirol--AustriaREQ-10050217-1>
6. <mailto:disabilities.austria@novartis.com>
7. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Schaftenau/Customer-Service-Agent--f-m-d---Schaftenau--Tirol--AustriaREQ-10050217-1>