

Customer Service Associate, ANZ - Contract Opportunity

Job ID
REQ-10050600

5月 05, 2025

Australia

摘要

Introducing an exciting opportunity for a Customer Services Associate on a 12-month contract basis with Novartis. You will join a thriving customer service team who are the first line of communication with our customers. Come join us and make a difference by contributing to our mission.

As a valued member of our team, your primary responsibility will be building and nurturing trusted relationships with our customers. You will do this by providing exceptional customer service, answering inquiries via phone or email, processing orders, and promptly addressing any service needs or complaints.

About the Role

- Efficient processing of retail orders received through phone, fax, or email in readiness for daily transmission to wholesalers via EDI/PEG.
- Adherence to existing SLA's to ensure timely transmission of orders to DHL.

- Processing of Third-Party Orders alongside other SAP orders while liaising with Planning and Purchasing functions.
- Proactive management of backorders, including monitoring, communication, and release.
- Thorough investigation of Credit, Debit, or GRC requests from customers for compliance with trading terms, prompt updating of customers, and necessary processing.
- Preemptive communication to customers regarding backorder product lines, price changes, new product launches, and company trading terms, among others

What you will bring to this role:

- Higher Secondary qualifications
- Proven customer service experience within a corporate environment
- A team player with a positive attitude
- Rigorous attention to detail
- Excellent communicative and interpersonal skills to build relationships quickly
- Problem-solving prowess
- Intermediate computer skills

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

International

Business Unit

Universal Hierarchy Node

地点
Australia

站点
New South Wales (NSW)

Company / Legal Entity
AU04 (FCRS = AU004) AU Pharma Pty Ltd

Functional Area
Sales

Job Type
Full time

Employment Type
Temporary (Fixed Term)

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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