

Customer Service Specialist

Job ID
REQ-10057888

8月 06, 2025

Belgium

摘要

Step into a role where your communication skills and customer focus truly make a difference. As a Customer Services Specialist at Novartis, you ' ll be the vital link between our customers and internal teams, ensuring seamless order management and proactive support. You ' ll join a collaborative team environment where your contributions directly impact patient access to life-changing therapies. If you're passionate about delivering exceptional service and thrive in a dynamic, purpose-driven setting - this is your opportunity to shine.

About the Role

#LI-Hybrid

Location: Vilvoorde, Belgium

Relocation Support: This role is based in Vilvoorde, Belgium. Novartis is unable to offer relocation support.

Key Responsibilities

- Manage customer orders, complaints, and returns in line with internal guidelines and expectations
- Build and maintain positive relationship with customers and partners to resolve inquiries efficiently
- Manage customer communications for product launches, withdrawals, and other key updates
- Maintain and coordinate accurate Customer Master Data across systems
- Support the collection and coordination of documentation and information required for third-party onboarding, due diligence, or compliance checks

Essential Requirements

- University degree or equivalent with a minimum of 3 years of professional experience
- Proven background in customer or sales support or service roles
- Fluency in both French and Dutch; English proficiency is an advantage
- Excellent written and verbal communication skills
- Strong organisational abilities and attention to detail
- Flexible, collaborative mindset with strong problem-solving capabilities

Commitment To Diversity & Inclusion

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

You ' ll receive:

You'll have countless opportunities to develop, whether it ' s up, across or outside your comfort zone. We offer you a challenging, international, interdisciplinary and enjoyable work environment. Investment in people is a priority for Novartis including your well-being. We offer a range of possibilities for personal development and career opportunities within a network of bright and curious minds. We offer you a competitive salary and benefit package. Novartis also supports a flexible work-life integration (working remotely, flexi-time schedules, ...). Your office will be based in Vilvoorde.

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

Finance

Business Unit

Innovative Medicines

地点

Belgium

站点

Vilvoorde

Company / Legal Entity

BE03 (FCRS = BE003) Novartis Pharma nv-sa

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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