

## Ekspert upravljanja naročil in logistike (m/ ž /d) / Order and logistic manager (m/f/d)

Job ID  
REQ-10060036

9月 02, 2025

Slovenia

### 摘要

#LI-Hybrid

Lokacija/ Location: Slovenj Gradec

Kot ekspert upravljanja naročil in logistike boste odgovorni za zagotavljanje višje ravni odgovornosti za E2E in podpore timu, od nemotenega izvajanja transakcij med zahtevnimi strankami znotraj podjetja in tretjimi strankami ter ustreznimi dobavitelji do vseh logističnih zadev, vključno s prevozom materiala iz proizvodnih lokacij do strank znotraj podjetja in tretjih strank prek središča (HUB-a) ali kot neposredne pošiljke, skladiščnjem, vseh povezanih vidikov skladnosti in mednarodne trgovine ter zagotavljanjem storitev tretjim osebam pri ponudnikih.

Opravljanje vloge usposobljenega sogovornika med dodeljenimi strankami in različnimi funkcijami, s čimer se zagotovi visoka raven storitev za stranke. Doseganje operativne odličnosti v smislu kakovosti, stroškov in skladnosti.

Delovanje skladno z zakonodajo, internimi predpisi, dobrimi praksami in poslovnimi cilji.

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We are seeking Order and logistic manager to be responsible for providing an enhanced level of E2E responsibility and team support from smooth transactional execution between complex intercompany & third-party customers and respective suppliers to all logistics matters, including material movement from production sites to Intercompany & third party customers via HUB or as direct shipments, warehousing, all related compliance & international trade aspects plus sourcing of third party services from providers.

Act as competent counterpart between assigned customers and various functions in order to guarantee high customer service level. Achieve operational excellence in terms of quality, cost and compliance.

Working in accordance with legislation, internal rules, good practices and business objectives.

## About the Role

Va š e klju č ne odgovornosti

- Spremljanje in vzdrževanje ustreznih sistemskih transakcij, povezanih s procesi E2E, ki trajajo od kreiranja naročila do dostave k stranki, na podlagi parametrov naročanja in matičnih podatkov, vključno z najnovejšim stanjem naročila.
- Priprava in zagotavljanje razpoložljivosti vseh ustreznih dokumentov in odobritev (npr. akreditiv, račun ...). Obravnavanje vračil, odpisov, popustov in dobropisov strank v skladu z vzpostavljenimi standardnimi operativnimi postopki (SOP) in smernicami.
- Opravljanje vloge enotne kontaktne točke za naslavljanje težav (eskalacije) za dodeljene stranke in proizvodna mesta, vplivanje in povezovanje ustreznih deležnikov, s čimer se pospešuje reševanje (sistemskih) težav.
- Zagotavljanje in vzdrževanje tesnih odnosov ter vključevanje drugih funkcij (upravljanje življenjskega cikla, zagotavljanje kakovosti, oskrbovalna veriga, finance, podlage, primarna logistika) za zagotavljanje oskrbe z izdelki v skladu s predpisi in kakovostjo.
- Opravljanje vloge enotne kontaktne točke za neposredne pošiljke iz lokacij k strankam.
- Opravljanje vloge kontaktne točke za odpremnike, letalske družbe in agente v primeru vprašanj in težav med prevozom materiala po svetu.
- Sodelovanje na rednih sestankih z zunanjimi ponudniki storitev in posredovanje primerov težav v zvezi z uspešnostjo, procesi ali kakovostjo za razpravo.
- Priprava različnih poročil & analiza delovne uspešnosti (KPI).
- Prizadevanje za stalno izboljševanje procesov in delovne uspešnosti z aktivnim sodelovanjem v medfunkcijskih pobudah.
- Zagotavljanje fizičnega pretoka materiala iz proizvodnih obratov (lastnih in tistih pri tretjih strankah) prek zunanjega skladišča v Švici do predajnih mest za stranke

Va š doprinos k delovnem mestu

- Višja strokovna izobrazba oz. višja šolska izobrazba - diploma prve stopnje v univ. programu

- Aktivno znanje angleškega jezika
- Poznavanje orodja Microsoft Office.
- Izkušnje pri uporabi SAP-a predstavljajo prednost.
- Poznavanje projektnega vodenja, predvsem medfunkcijskega projekta, predstavlja prednost.
- Minimalno 3 leta izkušnje v procesih oskrbovalne verige, vključno s storitvami za stranke, upravljanjem dobaviteljev in logistiko.

Z izbranim kandidatom bomo sklenili delovno razmerje za nedoločen čas, poskusno dobo 6 mesecev. Prijavo oddajte z življenjepisom v slovenskem in angleškem jeziku.

Ugodnosti in nagrajevanje: Konkurenčni plačni paket, letni bonus, fleksibilen načrt dela z možnostjo prilagajanja urnika in delom od doma, pokojninska shema, shema nagrajevanja in priznanja dosežkov, razširjeni program promocije zdravja na področju telesnega, duševnega in fizičnega počutja (iniciativa Polni življenja), številne priložnosti za učenje in razvoj.

Predani smo raznolikosti in vključnosti. Novartis si prizadeva ustvariti izjemno, vključujoče delovno okolje in oblikovanje raznolikih timov, saj ti predstavljajo naša bolnike in skupnosti, ki jih oskrbujemo.

Dostop in prilagoditve: V Novartisu si prizadevamo k vključnosti oseb z invalidnostjo in zagotavljanju ustreznih prilagoditev delovnega okolja posameznikom z omejitvami. V kolikor zaradi bolezni ali invalidnosti potrebujete ustrezne prilagoditve v kateremkoli delu selekcijskega procesa oziroma potrebujete prilagoditve pri izvajanju osnovnih nalog na delovnem mestu, nam pišite na naslov [diversity.inclusion.slo@novartis.com](mailto:diversity.inclusion.slo@novartis.com) in navedite, kakšne prilagoditve potrebujete ter vaše kontaktne podatke. Prosimo, vključite tudi podatek o številki razpisa, na katerega se prijavljate.

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#### Key Responsibilities:

- Monitor and maintain correct system transactions related to E2E processes started by order creation till delivery to customer, based on planning & master data parameters including the up-to-date status of the order at any point in time.
- Prepare and ensure availability of all relevant documentation and approvals (e.g. Letter of Credit, Invoice...) and handle customer Returns, write-offs, rebates and credit/debit notes according to the established SOPs and guidelines
- Act as single point of contact for escalation issues for assigned customers & sites, influencing and connecting relevant stakeholders to speed up (system) issue resolution.

- Drive and maintain close relations and involve other functions (Life Cycle Management, QA, Supply Chain, Finance, Artwork and Primary Logistics) to ensure regulatory and quality
- Single Point of Contact for direct shipments from sites to Customers;
- Act as Point of contact for forwarders, airlines and agents in case of issues and problems during global material movement.
- Participate in regular meetings with 3rd party service providers and provide examples of performance issues, process issues or quality issues for fruitful discussion;
- Preparation of Monitoring reports & KPI root-cause analysis.
- Strive for constant process and performance improvement by actively participating in cross-functional initiatives.
- Drive physical material flow from the manufacturing sites (own and 3rd party) through the Global Hub in Switzerland to the customer handover points

#### Essential Requirements:

- Higher education degree
- Minimum 3 years of experience in Supply Chain processes incl. customer service, vendor management, Logistic and Order Management
- Excellent experience in SAP
- Ability to work independently and in a structured and careful manner
- Fluent in English (written and spoken)

We offer regular employment with 6 months of probation period. Submit your application with the CV in Slovenian and English language.

**Benefits and Rewards:** Competitive salary, Annual bonus, Flexible working schedule, tailored to your needs, possibility to work from home, Pension scheme, Employee Recognition Scheme, Expanded program for the promotion of health in the field of physical, mental and social well-being (Well-being), Unlimited learning and development opportunities.

**Commitment to Diversity and Inclusion:** Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

**Accessibility and accommodation:** Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversity.inclusionslo@novartis.com](mailto:diversity.inclusionslo@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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部门  
Operations

Business Unit  
Innovative Medicines

地点  
Slovenia

站点  
Slovenj Gradec

Company / Legal Entity  
SI19 (FCRS = SI019) Novartis farmacevtska proizvodnja d.o.o.

Alternative Location 1  
Ljubljana, Slovenia

Functional Area  
Technical Operations

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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## Accessibility and accommodation

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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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