

## Logistics & On Site Customs Specialist

Job ID  
REQ-10060175

9月 02, 2025

China

### 摘要

Ensure the safe, compliant, and on time delivery of Radioligand Therapy (RLT) materials and finished doses by (1) monitoring and orchestrating global shipments with special focus on China lanes, and (2) executing and supervising import/export operations at the Haiyan manufacturing site (including raw materials, components, testing kits, QA materials, and consumables) in line with trade compliance policy, SOPs, and China regulatory requirements.

### About the Role

## Major Accountabilities

### Global Control Tower Responsibilities

- End to end, real time monitoring: Track shipments via GPS/courier portals and alerting tools;

proactively identify risks and intervene to protect delivery timelines, with special attention to China lanes.

- Risk assessment and escalation: Apply the Control Tower playbook to assess severity, escalate promptly, and drive mitigation to avoid impact to patients and operations.
- Courier & internal coordination: Serve as the single point of contact with couriers/LSPs and internal logistics; for China shipments, engage local providers directly to expedite resolution.
- Tracking & data integrity: Maintain accurate, timely status updates and master shipment records to support operational decisions and audit readiness.
- Performance insight: Produce regular trend/performance reports, identify root causes of delays, and recommend process improvements.

## On-Site Customs Support (Haiyan)

- Trade master data stewardship: Review, assign, and monitor correct customs data for all site shipments in the trade system.
- Licensing & clearance execution: Ensure valid import/export licenses; execute clearances and coordinate logistics in accordance with trade compliance policy and SOPs.
- Declaration accuracy & post entry actions: Validate the correctness of customs declarations; liaise with internal/external partners to complete post declaration amendments when needed.
- Daily import/export operations: Oversee day to day site shipments to ensure on time delivery to destination.
- Regulatory & stakeholder liaison: Interface with Chinese Customs, NMPA-related stakeholders, suppliers/agencies, and brokers on customs and trade topics; supervise customs agencies to NVS standards.
- Cross functional alignment: Collaborate with Country Customs & Trade Compliance and Global Funds Flow to keep global customs valuation up to date and consistent.
- Records management: Maintain accurate documentation, licenses, and agreements per legal and regulatory requirements.

## Key Performance Indicators

- On time delivery rate (global and China lanes).
- Proactive risk resolution rate (issues mitigated before delivery impact).
- Customs clearance cycle time and first time right declaration accuracy.
- License readiness/coverage (valid licenses available prior to movement).
- Data quality in trade/monitoring systems and audit readiness of shipment records.
- Exception recovery lead time and timeliness of status reporting.
- Compliance metrics (adherence to trade policy, SOPs, China regulations/NMPA expectations).

## Additional Specifications Required for the Position

- Education/Experience: Bachelor's in Logistics, Supply Chain, International Business, or related field; >5 years in customs clearance and/or logistics management (or equivalent).
- Regulatory expertise: Working knowledge of China import/export and NMPA related regulations; keeps current with regulatory changes.
- Language: Fluency in Mandarin and English (written and spoken).
- Systems & analytics: Proficiency with operational and data tools (e.g., Excel, Power BI, Outlook) to monitor shipments, analyze trends, and support fast decision making.

- Stakeholder & Relationship Management: Proven ability to liaise with couriers, customs, brokers, and suppliers; supervise agencies to company standards; and build strong, trust based relationships with internal and external partners, including regulatory authorities.
- Skills & Mindset: Strong problem solving under time pressure; proactive, organized, and team oriented; excellent communication to explain business impacts clearly, escalate issues confidently to business leaders, and engage external authorities effectively; resilient, solution oriented, and demonstrates a positive, proactive approach to 24 hour emergency coverage while managing multiple priorities.

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部门  
Operations

Business Unit  
Innovative Medicines

地点  
China

站点  
Haiyan (Zhejiang Province)

Company / Legal Entity  
CN27 (FCRS = CN027) Novartis Pharmaceutical Technology Zhejiang Co., Ltd.

Alternative Location 1  
Shanghai (Shanghai), China

Functional Area  
Technical Operations

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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