

Channel & Order Management Analyst

Job ID
REQ-10060867

8月 27, 2025

Spain

摘要

The Channel & Order Management Analyst is responsible to manage any step within the Order-to-Cash process: daily sales order entry, check risk limits & commercial policy compliance, coordinate pick & pack activities with warehouse, track shipment and delivery until customer on proper time and following QA & GDP guidelines. Scope also includes customer's complaint management and support in invoicing process, issue credit notes and returns management. Manages processes and new projects related to new technologies and performs GDP's training/certification.

About the Role

Major Accountabilities

- Sales orders fulfillment: hospital daily shipments prioritization and daily workload finished.
- Customer Service Level. Number of S.O impacting patient (>10 days).
- Product Allocation Level (PAL) accuracy & ensure daily sales orders are issued on time.

- Support Supply & Demand team on supply, divestments / pruning / transfers on time / forecasting.
- Follow QA, GDP & SOX requirements.
- Collaborate with Customer Experience area to ensure invoicing process is properly executed daily.
- Delivery timelines must cover market needs: avoid supply shortage at channel level.
- Minimize incidents and customer complaints.

Obligatory requirements:

- Education: Business administration degree, finance, engineering or similar.
- At least 2 years of experience in similar role
- Excellent problem solving and analytical skills
- Solid knowledge of Excel tool (dynamic tables) and SAP / SAP4HANA (Power BI is a plus but not mandatory).
- Fluent Spanish and good knowledge of English.

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部门

Operations

Business Unit

Innovative Medicines

地点

Spain

站点

Barcelona Gran V í a

Company / Legal Entity

ES06 (FCRS = ES006) Novartis Farmac é utica, S.A.

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

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