

Skrbnik kupcev (m/ ž /d) / Customer Account Manager (m/f/d)

Job ID
REQ-10062430

9月 25, 2025

Slovenia

摘要

#LI-Hybrid
Lokacija: Ljubljana, Slovenia

Ste pripravljeni postati ključni člen med Novartisom in našimi poslovnimi partnerji? V tej vlogi boste prevzeli odgovornost za upravljanje in usklajevanje odnosov med strankami, dobavitelji in logističnimi strokovnjaki za vse zadeve, povezane z oskrbo. Kot zastopnik stranke boste skrbeli za vse vidike načrtovanja povpraševanja in ponudbe ter upravljanja naročil - od vnosa do vzdrževanja - z močno osredotočenostjo na raven storitve za stranke.

Are you ready to become a key link between Novartis and our business partners? In this role, you will take responsibility for managing and coordinating relationships between customers, suppliers, and logistics experts for all matters related to supply. As a customer representative, you will oversee all aspects of demand and supply planning as well as order management—from entry to maintenance—with a strong focus on customer service levels.

About the Role

Vaš e ključ ne odgovornosti:

- Skrb za odlične odnose s strankami in visoko raven storitev.
- Koordinacija komunikacije med strankami, dobavitelji in internimi ekipami.
- Upravljanje naročil in spremljanje sistemskih transakcij v SAP.
- Pravočasno izdajanje računov in organizacija odpreme z ustrezno dokumentacijo.
- Reševanje težav in eskalacija na ustrezno vodstveno raven.
- Zagotavljanje skladnosti z GMP in regulativnimi zahtevami.
- Priprava poročil o neizpolnjenih naročilih in usklajevanje konsignacijske zaloge.
- Aktivno sodelovanje pri izboljševanju postopkov in učinkovitosti.

Vaš doprinos k delovnem mestu:

- Univerzitetna stopnja izobrazbe tehnične ali poslovnega področja, po možnosti na področju oskrbe.
- Tekoče znanje angleščine.
- Izkušnje z upravljanjem naročil in komunikacijo s strankami.
- Poznavanje SAP sistema in obdelave transakcij.
- Razumevanje regulativnih zahtev (GMP) in poslovnih procesov.
- Odlične organizacijske in komunikacijske veščine.

Z izbranim kandidatom bomo sklenili delovno razmerje za določeno časovnega letnega poskusno dobo 6 mesecev. Prijavo oddajte z živiljenjepisom v slovenskem in angleškem jeziku.

Ugodnosti in nagrajevanje: Konkurenčen plačni paket, letni bonus, fleksibilen način 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 živiljenja), številne priložnosti za učenje in razvoj.

Preberite naš priročnik, da spoznate načine, s katerimi bomo spodbujali vaš osebni in profesionalni razvoj: <https://www.novartis.com/careers/benefits-rewards>

Predani smo raznolikosti in vključnosti Novartis si prizadeva ustvariti izjemno, vključujoče delovno okolje in oblikovanje raznolikih timov, saj ti predstavljajo naše 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.inclusionslo@novartis.com in navedite, kakšne prilagoditve potrebujete ter vaše kontaktne

podatke. Prosimo, vključite tudi podatek o številki razpisa, na katerega se prijavljate.

Zakaj Novartis: Pomagati bolnikom in njihovim družinam zahteva več kot le inovativno znanost. Potrebna je skupnost zavzetih ljudi, kot ste vi. V Novartisu cenimo sodelovanje, podporo in navdihovanje drug drugega za razvoj prebojnih terapij, ki spreminjajo življenja pacientov. Ste pripravljeni ustvariti svetlejšo prihodnost skupaj z nami?

<https://www.novartis.com/about/strategy/people-and-culture>

Pridružite se Novartisu! Ni pravo delovno mesto za vas? Prijavite se v našo bazo talentov, da ostanete v kontaktu z nami in se seznanite z ustreznimi kariernimi priložnostmi takoj, ko se pojavijo:

<https://talentnetwork.novartis.com/network>

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Key Responsibilities:

- Ensure excellent customer relationships and high service levels.
- Coordinate communication between customers, suppliers, and internal teams.
- Manage orders and monitor system transactions in SAP.
- Issue invoices and organize shipments with appropriate documentation.
- Resolve issues and escalate to appropriate management level.
- Ensure compliance with GMP and regulatory requirements.
- Prepare reports on unfulfilled orders and align consignment stock.
- Actively contribute to process and performance improvements.

Essential Requirements:

- University diploma in technical or business-related area, preferably in Supply Chain.
- Fluent in English.
- Experience in order management and customer communication.
- Knowledge of SAP system and transaction processing.
- Understanding of regulatory requirements (GMP) and business processes.
- Excellent organizational and communication skills.

We offer temporary employment for one year 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.

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
Operations

Business Unit
Innovative Medicines

地点
Slovenia

站点
Ljubljana

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

Functional Area
Technical Operations

Job Type

Full time

Employment Type
Temporary (Fixed Term)

Shift Work
No

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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 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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