

## Customer Service Specialist - Temporary (12 months)

Job ID  
REQ-10062603

9月 25, 2025

Portugal

### 摘要

As a Customer Service Representative, you are responsible for the close collaboration between our customers, internal stakeholders, and external partners in order to implement the order execution of our products, including highly innovative RLT products, in the best possible way. By successfully managing your tasks, you make an important contribution to our patients every day. This position is part of the Customer Service team and reports directly to the Customer Service Team Lead.

### About the Role

#### Job Summary

As a Customer Service Representative, you are responsible for the close collaboration between our customers, internal stakeholders, and external partners in order to implement the order execution of our products, including highly innovative RLT products, in the best possible way. By successfully

managing your tasks, you make an important contribution to our patients every day.

This position is part of the Customer Service team and reports directly to the Customer Service Team Lead.

## Duties Description

### Major accountabilities:

- Order processing: punctual and proactive order management through the right system, carry out manual order entry for site-to-site material transfer orders
- Support to sales staff and channel partners in the processing of orders / returns; provides metrics and reporting to sales teams and HCPs
- Proactive customer communication and phone service, monitoring email inboxes to ensure timely and accurate responses to customer inquiries regarding order status, shipping dates, product availability and backorders
- Perform order confirmation and booking for manually placed orders in the system; tracking orders and providing status updates; updating customer order lists
- Check and issue credit notes and debit notes
- Monitor transport companies for delivery, check transport documents
- Act as a liaison to several departments throughout the company and be a reliable advisor to internal parties
- Record and analyze all the information to help better customer knowledge and enhance customer experience -Collaborate with Customer Experience Manager exchanging information as a development strategy of business and marketing. - Provide feedback on the efficiency of oriented processes to improve the customer experience - Be key contact line for the sales force with central, making an exhaustive monitoring of the consultations and / or incidents generated for a client
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt
- Maintain accurate and up to date working procedures, and customer masterdata in support systems
- Manage implementation of new projects and rollout of new tools

### What you bring to the position:

- Completed training, Bachelor's degree preferred (e.g. in Management, Engineering, other areas also possible)
- Proven experience in similar role (health industry preferred)
- Excellent communication skills
- Strong organizational skills
- Service and solution-oriented
- Structured and independent way of working
- Eye for detail
- Team Player
- Good PC skills
- Fluent written and spoken Portuguese, Good knowledge of English

## Key performance indicators:

- Customer satisfaction: survey result & multi rater feedback from stakeholders; - Full compliance with required standards and policies (NFCM controls) - Compliance with order management deadlines

## Desirable:

- Experience in customer service and knowledge of common ordering systems and order management tools (SAP user)
- Experience in production operations, sales desirable

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部门  
Finance

Business Unit  
Innovative Medicines

地点  
Portugal

站点  
Sintra

Company / Legal Entity  
PT05 (FCRS = PT005) PT Pharma

Functional Area  
Sales

Job Type  
Full time

Employment Type  
Temporary (Fixed Term)

Shift Work  
No

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