

Supply Chain & Customer Service Manager

Job ID
REQ-10064379

10月 15, 2025

Czech Republic

摘要

Supply Chain & Customer Service Manager is responsible for ensuring that the Supply Chain CZ meets patient demands and distributes the product in the most cost effective manner. Further for establishing a clear and effective Business ownership for Supply Chain processes within the CPO SCM organization to ensure adherence and sustainability of the defined standards.

To assure high level of customer service through close relationships with all customers, accurate and efficient orders processing. To be a business partner for all IM business units. Responsible for identification and implementation of new innovative distribution models and channels ensuring strong customer orientation.

About the Role

Major accountabilities:

- Ensure S&BP process is implemented and facilitated and monitor and project the inventory

- level, identify supply constraints and available manufacturing capacity; ensure appropriate inventory level through purchase orders management and production supply monitoring
- Implementation of global, regional and local product life cycle projects (Launch, Transfer, Pruning, BD&L deals and changes) according to the defined strategy and optimize working capital and costs (write offs) through the maintenance of adequate inventory policies without compromising quality, legal, regulatory, and internal requirements
- Communication with logistic business partners - maintain close relationship; active in finding new efficient supply chain models/programs in order to support and ensure customer centricity; Consulting with product managers to agree demand plan. Material master management in SAP; minimize impact of any stock out situations, back-order management and coordination on required sampling for marketing and TMO department. Establish and maintain efficient and productive direct communication with counterparts in the production plants and maximize the Customer Service Level through ensuring product availability on time to patients.
- Responsibility for correct procedures in the warehouse in accordance with requirements of local authorities (SUKL, MoH) and for respecting Correct Distribution Procedures in line with European legislation. Responsibility for aligning SAP stocks & local 3PL system and for organizing stock inventory counts
- Stock-level monitoring and optimization of stock balance according to stock-level requirements; responsibility for W&D budget and costs savings related to warehouse and manipulation and monitoring and evaluation of KPI 's fulfillment by external warehouse provider
- Responsible for commercial conditions negotiation and contracts conclusion; updated follow-up in sales and order prognoses, its coordination with the marketing department and monitoring and analyzing internal & external factors impacting product demand, strong S&BP process involvement. Coordinate process of a new product assortment and launching in distribution channel for new brands
- Ensure sufficient stock on shelves of key wholesalers and Direct Distribution Channel for product launch period, minimize stock out on market level through customer stock level management and coordinate and ensure smooth and efficient sales orders processing. Ensure full implementation of Customer Demand Management (CDM) process, communicate all potential requests on change of CDM limits with RE Channel Management team; strong Credit control management, Price changes compensation and bonus scheme management, processing of customer complaints
- Support Procurement in the tender process for W&D provider and ensure compliance with all legal requirements and governance of the processes of the unit and align the related role 's key accountabilities with global Supply Chain BPO directions. Ensure import/export customs clearance and trade compliance in line with the Global Trade Compliance policy, act as Country Customs Responsible person, liaise and communicate with local customs broker provider

Minimum Requirements:

- University education, preferably majoring in logistics
- Min. 5 years of experience in similar role in Supply Chain Management
- Previous experience in People Manager role ideally in pharmaceutical industry
- Knowledge of logistics processes and systems, expertise in and respecting right distribution, logistics and stock-out procedures
- Analytical skills, capable of analyzing situations and making business decisions

- Self-motivation to achieving desired results according to company business results
- Excellent communications and Customer service skills
- Fluent English and Czech/Slovak language required

Commitment to Diversity & Inclusion:

We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Benefits and rewards:

Read our handbook to learn about all the ways we 'll help you thrive personally and professionally:

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Why Novartis?

Our purpose is to reimagine medicine to improve and extend people ' s lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

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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>

Operations

Business Unit
Universal Hierarchy Node

地点
Czech Republic

站点
Prague

Company / Legal Entity
CZ02 (FCRS = CZ002) Novartis s.r.o.

Functional Area
Technical Operations

Job Type
Full time

Employment Type
Regular

Shift Work
No

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Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to di.cz@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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