

## Skrbnik oskrbe kupcev & analitik povpraševanja (m/ž/d) / Customer Service Manager & Demand Analyst (m/f/d)

Job ID  
REQ-10065606

10月 24, 2025

Slovenia

### 摘要

#LI-Hybrid

Lokacija / Location: Ljubljana, Slovenia

Interni naziv pozicije / Internal job title: Skrbnik oskrbe kupcev / Customer Service Manager

Ste pripravljeni postati ključni povezovalec med lokacijo in njenimi kupci? Kot Skrbnik oskrbe kupcev & analitik povpraševanja (m/ž/d) boste igrali osrednjo vlogo pri zagotavljanju preglednosti na črta dobave, upravljanju potreb trgov in koordinaciji projektov, povezanih z oskrbo. Vaša odgovornost bo tudi zagotavljanje skladnosti z regulatornimi zahtevami, GMP standardi in zakonodajo, kar bo neposredno prispevalo k uspešnosti naših procesov in zadovoljstvu kupcev. Če iščete priložnost, kjer boste lahko vplivali na kakovost oskrbe in sodelovali z različnimi funkcijami znotraj podjetja, je to prava vloga za vas.

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Are you ready to become the key connector between our site and its customers? As a Customer Service Manager & Demand Analyst (m/f/d), you will play a central role in ensuring transparency of the supply plan, managing market needs, and coordinating customer-related supply projects. You will

also be responsible for ensuring compliance with regulatory requirements, GMP standards, and legal obligations—directly contributing to the success of our processes and customer satisfaction. If you're looking for an opportunity to influence supply quality and collaborate across multiple functions within the company, this is the role for you.

## About the Role

Vaš ključna odgovornost:

- Analiziranje povpraševanja oz. napovedovanje potreb kupcev z namenom kratkoročnega in dolgoročnega razumevanja povpraševanja.
- Interpretacija podatkov povpraševanja in priprava poročil za proizvodno lokacijo z namenom zagotavljanja vpogleda v trende, odstopanja in spremembe vedenja kupcev.
- Predlaganje izboljšav ter podpora in vodenje razvoja procesov za izboljšanje sistemskih pravilnosti podatkovnih tokov in oskrbovalnih procesov.
- Tesno sodelovanje in usklajevanje sprememb z oddelki prodaje, planiranja, analitike ter drugih internih ali zunanjih partnerjev, z namenom optimizacije poročil in zagotavljanja pravilnosti podatkov.
- Podpora proizvodni lokaciji pri razumevanju delovanja sistema in reševanje sistemskih težav.
- Vodenje mesečnih sestankov za pregled povpraševanja in prispevanje k poslovnim strateškim odločitvam.
- Skrb za skladnost z GMP, zakonodajo, okoljskimi zahtevami in internimi standardi.

Vaš doprinos k delovnem mestu

- Visokošolska stopnja izobrazbe ekonomske, poslovne ali druge ustrezne strokovne smeri.
- Aktivno znanje angleškega jezika.
- Minimalno 1 leto ustreznih delovnih izkušenj.
- Dobro poznavanje analitičnih orodij (Excel, Power BI, ipd.).
- Dobro poznavanje planskih orodij (SAP, Kinaxis).
- Odlične komunikacijske veščine za delo s kupci in internimi ekipami.
- Visoka stopnja natančnosti, organiziranosti in odgovornosti.

Z izbranim kandidatom bomo sklenili delovno razmerje za določeno obdobje leta s poskusno dobo 6 mesecev. Prijavo oddajte z življenjepisom v slovenskem in angleškem jeziku.

Ugodnosti in nagrajevanje: Konkurenčni plačni paket, letni bonus, fleksibilen načrt 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 življenja), 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, vključno 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.inclusion.slo@novartis.com](mailto:diversity.inclusion.slo@novartis.com) in navedite, kakšne prilagoditve potrebujete ter vaše kontaktne podatke. Prosim, 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:

- Analyzing demand and forecasting customer needs to enable short-term and long-term understanding of demand.
- Interpreting demand data and preparing reports for the production site to provide insights into trends, deviations, and changes in customer behavior.
- Proposing improvements and supporting or leading process development to enhance the systemic accuracy of data flows and supply processes.
- Close collaboration and coordination of changes with sales, planning, analytics departments, and other internal or external partners to optimize reporting and ensure data accuracy.
- Supporting the production site in understanding system operations and resolving system issues.
- Leading monthly demand review meetings and contributing to strategic business decisions.
- Ensuring compliance with GMP, legislation, environmental requirements, and internal standards.

#### Essential Requirements:

- University degree in economics, business, or another relevant professional field.
- Fluent English language skills.
- Strong knowledge of analytical tools (Excel, Power BI, etc.).
- Good knowledge of planning tools (SAP, Kinaxis).
- Minimum of 1 year of relevant work experience.

- Excellent communication skills for working with customers and internal teams.
- High level of accuracy, organization, and responsibility.

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>

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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>

部门  
Operations

Business Unit  
Universal Hierarchy Node

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](mailto: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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