

## Customer Operations Manager - Jeddah

Job ID  
REQ-10075192

4月 08, 2026

Saudi Arabia

### 摘要

Lead and manage all aspects of the Sales Administration/ Operations team within a significant country including order management team; site-to-site material purchasing process and master data maintenance to ensure uninterrupted business operations. Manage team activities including resources allocation based on workload and priorities, professional development, reporting and delivery of group objectives. Leads a key area of sales support within a significant county (Sales training, Analytics, Sales Operations). Develop an effective through training and coaching or management of key commercial programmes

### About the Role

Location : Jeddah

This role is based in Saudi Arabia. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

## Key responsibilities

- Responsible for supporting sales representatives and channel partners in processing orders / returns; providing metrics/ reports to Sales team and engaging HCPs for expense payout.
- Follow up on sales orders and provide status updates; update customer lists business wise.
- Research and resolve escalated problems and issues, including issues related to order management, accounting and invoicing.
- Communicate status of problems and solutions to customers and other appropriate parties.
- Ensure team adherence to all processes and working procedures related to customer service.
- Coordination of process changes and maintenance of customer service SOP ' s.
- Ensuring new team members receive the required level of system support and training to efficiently and effectively perform appointed role.

## Requirements

- Bachelor ' s degree in science, Business administration, or Supply chain. MBA degree is preferable.
- Minimum 2 years working in multinational companies.
- Experience with SAP, Power BI and Excel
- Strong capability in sales operations, preferably from pharma industry
- Good knowledge of supply chain and logistics

Languages: English and Arabic

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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>

Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

部门  
International

Business Unit  
Marketing

地点  
Saudi Arabia

站点  
Jeddah

Company / Legal Entity  
SA01 (FCRS = SA001) Novartis Saudi Arabia Ltd

Functional Area  
Sales

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
var config = { targetId: "kalturaplayer69d6cc3d72fc4562304129", provider: { widgetId:
"10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", //
Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
```

```
false, printDisabled: false, disable: true }; } if (KalturaPlayer.plugins["preventSeek"]) {
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config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible:
false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = { };
config.plugins.googleTagManager.customEventsTracking = { };
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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