

## Customer Service & Logistics Coordinator

Job ID  
REQ-10075413

5月 05, 2026

Belgium

### 摘要

#LI-Hybrid  
Location: Diegem, Belgium

Relocation Support: This role is based in Diegem, Belgium. Novartis is unable to offer relocation support: please only apply if accessible.

Play a pivotal role at the intersection of customer experience, digital innovation, and supply chain excellence. As Customer Service & Logistics Coordinator at Novartis, you will help keep our operations running smoothly by combining systems expertise, data insight, and hands-on coordination. From supporting advanced digital platforms to partnering closely with logistics providers and internal teams, your work will directly enable reliable delivery, informed decision-making, and continuous improvement—making a real impact on how we serve patients and customers every day.

About the Role

## Key Responsibilities

- Provide technical and functional support for Customer Service systems, including SAP S/4HANA, Peppol, Basware, and Esker
- Act as SAP S/4HANA Super User, troubleshooting issues and supporting smooth daily Customer Service operations
- Develop, maintain, and enhance Power BI dashboards and reports to support data-driven management decisions
- Deliver regular performance reporting and business analysis to monitor Customer Service and logistics effectiveness
- Coordinate closely with warehouse and third-party logistics partners on deliveries, damages, discrepancies, and stock reconciliation
- Prepare and consolidate monthly reports covering Customer Service and logistics activities
- Perform internal controls across Customer Service and logistics, ensuring compliance with Good Distribution Practice and internal procedures
- Identify opportunities to simplify processes, improve ways of working, and support digital automation initiatives

## Essential Requirements

- Previous experience in customer service, logistics coordination, or business support, preferably in a regulated industry
- Hands-on experience with enterprise resource planning systems such as SAP S/4HANA or similar platforms
- Strong understanding of end-to-end supply chain and customer service processes, including physical and data flows
- Proven ability to analyse data and create insights using Power BI or comparable reporting tools
- Solid organisational, analytical, and problem-solving skills with strong attention to detail
- Ability to manage multiple priorities and collaborate effectively across functions and stakeholders
- Proactive, structured, and solution-oriented mindset with openness to digital tools and automation
- Professional working proficiency in English, with good command of French and/or Dutch

You ' ll receive:

You'll have countless opportunities to develop, whether it ' s up, across or outside your comfort zone. We offer you a challenging, international, interdisciplinary and enjoyable work environment. Investment in people is a priority for Novartis including your well-being. We offer a range of possibilities for personal development and career opportunities within a network of bright and curious minds. We offer you a competitive salary and benefit package. Novartis also supports a flexible work-life integration (working remotely, flexi-time schedules, ...). Your office will be based in Diegem.

## 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>

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

部门

Operations

Business Unit

Finance

地点

Belgium

站点

Vilvoorde

Company / Legal Entity

BE03 (FCRS = BE003) Novartis Pharma nv-sa

Functional Area

Sales

Job Type

Full time

Employment Type  
Regular

Shift Work  
No

```
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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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false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
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(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
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[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
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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: "1dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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