

Sales & Marketing Project Coordinator

Job ID
REQ-10077048

5月 06, 2026

Ireland

摘要

#LI-Hybrid

Support sales/marketing coordination by partnering with customers and internal teams to ensure orders, customer queries and related administration are managed accurately and on time, in line with required controls and policies.

About the Role

Major Accountabilities

- Manage activities using relevant systems, ensuring accurate and timely processing.
- Monitor shared inboxes and respond promptly and accurately to customer queries
- Act as a liaison and trusted advisor across internal departments to resolve issues and coordinate actions.

- Report technical complaints, adverse events, and special case scenarios related to products within 24 hours of receipt, following required procedures.
- Coordinate marketing activities (where applicable) in line with policy.

Key Interfaces / Stakeholders

- Customers and external partners
- Commercial teams (sales/marketing) for coordination of requests and reporting
- Finance
- Quality/Safety teams (complaints, adverse events, special cases).
- TA Head (priorities, escalations, and continuous improvement).

Key Performance Indicators (KPI ' s)

- Full compliance with required standards and policies (including NFCM controls).
- Consistent adherence to deadlines and service levels.
- Process performance
- End-users trained in line with the agreed training plan (where applicable).

Work Experience

- Strong attention to detail and accuracy in documentation.
- Customer service mindset with clear written and verbal communication.
- Ability to manage shared inboxes, prioritise workload, and meet deadlines.
- Confident stakeholder management; able to coordinate across functions and escalate appropriately.
- Comfortable working with order management systems, AI tools and Microsoft Office tools (e.g., Excel) for reporting.
- Good understanding of compliance-controlled processes and the importance of timely reporting.

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部门
International

Business Unit
Marketing

地点
Ireland

站点
Dublin (Country President Office (CPO))

Company / Legal Entity
IE02 (FCRS = IE002) Novartis Ireland Ltd

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var config = { targetId: "kalturaplayer69fbe4faa0450937909455", 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"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
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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