

Customer Service Coordinator

Job ID
REQ-10084862

8月 28, 2026

Chile

摘要

#LI-Hybrid
Location: Santiago, Chile

Are you passionate about customer service operations and building strong partnerships that drive business performance? As a Customer Service Coordinator, you will play a key role in overseeing and coordinating Customer Service processes delivered by an external service provider, ensuring activities are executed efficiently, compliantly, and in line with Novartis standards. Acting as the primary link between Novartis and our outsourced partner, you will drive operational excellence, resolve challenges, improve processes, and collaborate with cross-functional teams to ensure products reach customers accurately and on time. In this role, your work will have a direct impact on customer satisfaction, supply chain performance, and business success.

About the Role

Key Responsibilities

- Act as the primary point of contact between Novartis and the external Customer Service provider, ensuring compliant execution of processes.
- Coordinate end-to-end customer service activities, from purchase order receipt through delivery and invoicing.
- Oversee customer order processing in SAP, ensuring accuracy, completeness, and adherence to agreed procedures.
- Monitor service performance through key performance indicators, dashboards, and regular operational reviews.
- Review billing activities and documentation to ensure timely, accurate invoicing and issue resolution.
- Partner with Supply Chain, Quality, Regulatory Affairs, Finance, and Commercial teams to resolve operational challenges.
- Track customer feedback, complaints, and service levels, driving actions that enhance customer satisfaction.
- Identify opportunities to improve customer service processes, strengthen compliance, and increase operational efficiency.

Essential Requirements

- University degree in Business Administration, Engineering, Supply Chain, or a related field.
- At least 5 years of experience in customer service, order management, supply chain operations, or a similar role.
- Fluent Spanish and English, with excellent communication skills and the ability to manage diverse stakeholders.
- Proven people management experience and a strong understanding of customer service processes and service delivery models.
- Hands-on experience with SAP S/4HANA and advanced Microsoft Excel skills; experience with Power BI is an advantage.

Commitment to Diversity and Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse team 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
Finance

Business Unit
Finance

地点
Chile

站点
Santiago

Company / Legal Entity
CL01 (FCRS = CL001) Novartis Chile S.A.

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a91662674d18574779181", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.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 (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.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 } }; }
```

```
// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =
thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to
capture the player directly. thumbEmbedPromise .then(function(player) {
window.kalturaPlayerVideos.push(player); // Notify kaltura_adatalayer.js that a new player is ready so
it can // attach custom event listeners immediately, regardless of when // the user clicked the
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {
console.error(e.message) }
```

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2. <https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf>
3. <https://novartis.wd3.myworkdayjobs.com/es/NovartisCareers/job/Santiago/Customer-Service-CoordinatorREQ-10084862-1>
4. <https://novartis.wd3.myworkdayjobs.com/es/NovartisCareers/job/Santiago/Customer-Service-CoordinatorREQ-10084862-1>