Customer Service Associate

Job ID
REQ-10089881

十月 16, 2026

Russian Fed.

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摘要

Локация: РФ, Москва

About the Role

Major Accountabilities

-Responsable du soutien des représentants commerciaux et des partenaires de canaux dans le traitement des commandes/retours; fournir des mesures/rapports à l'équipe des ventes et engager également des HCP pour le paiement des dépenses.
-Recevez et émettez des appels pour fournir un service à proximité et la résolution de la clientèle grâce à un suivi personnalisé.

~Conseils et fournir des informations sur la proposition de valeur de l ' entreprise, concernant les produits, les conditions commerciales et la valeur ajout é e.
~Suivez les commandes et r é solvez les doutes des clients sur les produits, les prix, la livraison, la disponibilit é et les fonctionnalit é s.
~Enregistrez et analysez toutes les informations afin d ' am é liorer la connaissance des clients et d ' am é liorer l ' exp é rience client
~Collaborez avec le responsable du service à la client è le et l ' assurance des processus de service à la client è le Responsable de l ' é change d ' informations comme strat é gie de d é veloppement de l ' entreprise et du marketing. Fournir des commentaires sur l ' efficacit é des processus orient é s pour am é liorer l ' exp é rience client.
~Soyez la premi è re ligne de contact pour la force de vente avec central, en effectuant un suivi exhaustif des consultations et / ou des incidents g é n é r é s pour un client.
~G é rer le traitement des commandes pour les pharmacies, en prenant la responsabilit é de la gestion de la commande mensuelle, ainsi que pour tout autre processus op é rationnel que le client exige.
~Gestion des d é clarations dues à l ' expiration et manque de rotation.
~Traitement et suivi des commandes de la plateforme. Date de d é but, date de fin, remplacement et inclusion de nouveaux produits.
~Analyse de la situation des stocks : Stocks internes et niveau des stocks dans le canal par grossiste. Calcul de l ' impact en pharmacie. Communication au r é seau de vente et à la pharmacie pour sa gestion.
~Coordination de la mise en œuvre de la proposition de valeur en pharmacie.
~Mise en œuvre du plan d ' engagement multicanal avec la pharmacie

Key Performance Indicators

~Satisfaction de la client è le : r é sultat de l ' enqu ê te annuelle et commentaires des parties prenantes aupr è s de plusieurs é valuateurs.
~Respect des d é lais de gestion des commandes.
~NFCM contr ô le les r é sultats li é s aux transactions de service à la client è le.

Work Experience

~Compr é hension des processus commerciaux / commerciaux

Skills

~Comptes d é biteurs
~Gestion des appels
~Curiosit é
~Service à la client è le
~Exp é rience client
~Logiciel de gestion de la relation client (CRM)
~Exigences du client
~Service client
~Efficacit é
~Installations (programmes informatiques)
~Acc è s Microsoft
~Microsoft Excel
~Appareils mobiles
~É tablissement de relations

Ventes
Interface client client (CRM) Salesforce

Language

Anglais

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
Sales

地点
Russian Fed.

站点
Moscow (City)

Company / Legal Entity
RU07 (FCRS = RU007) Novartis Pharma LLC

Functional Area
Sales

Job Type
Full time

Employment Type
CDD (dur é e d é termin é e)

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6ad6eaf7daa92001993333", 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 } }; }

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