

## 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

-Sipari ş lerin / iadelerinin i ş lenmesinde sat ı ş temsilcilerinin ve kanal ortaklar ı n ı n desteklenmesinden sorumlu; sat ı ş ekibine ö l ç ü mler/ raporlar sa ğ lamak ve ayr ı ca gider ö demesi i ç in HHC'leri devreye salmak.  
-Ki ş iselle ş tirilmi ş izleme yoluyla yak ı ndaki bir hizmet ve m ü ş teri ç ö z ü m ü sa ğ lamak i ç in ç a ğ rı sorun.

- ~Ü r ü nler, ticari ko ş ullar ve katma de ğ er ile ilgili olarak ş irketin de ğ er teklifi hakk ı nda tavsiyelerde bulunmak ve bilgi vermek.
- ~Sipari ş leri izlemenin yan ı s ı ra ü r ü nler, fiyatlar, teslimat, kullan ı labilirlik ve ö zellikler le ilgili m ü ş te ş ü phelerini giderin.
- ~Daha iyi m ü ş teri bilgisine yard ı mc ı olmak ve m ü ş teri deneyimini geli ş tirmek i ç in t ü m bilgileri kaydedin ve analiz edin
- ~İ ş ve pazarlaman ı n geli ş tirme stratejisi olarak M ü ş teri Hizmetleri Y ö neticisi ve M ü ş teri Hizmetleri S ü re ç G ü vencesi M ü ş teri Hizmetleri M ü ş teri Hizmetleri M ü ş teri Hizmetleri ile i ş birli ğ i yap ı n. M ü ş teri deneyimini geli ş tirmek i ç in odakl ı s ü re ç lerin verimlili ğ i hakk ı nda geri bildirim sa ğ lay ı n.
- ~Merkezi ile sat ı ş g ü c ü i ç in ilk ileti ş im hatt ı olun, isti ş areler ve / veya bir m ü ş teri i ç in olu ş turulan olaylar ı n ayr ı nt ı l ı bir izleme yapma.
- ~Eczaneler i ç in sipari ş i ş lemlerini y ö netin, ayl ı k sipari ş in y ö netiminin yan ı s ı ra m ü ş terinin talepleri di ğ er operasyonel s ü re ç ler i ç in de sorumluluk al ı n.
- ~S ü resi dolmu ş ve rotasyon eksikli ğ i nedeniyle d ö ner y ö netimi.
- ~Platform sipari ş lerinin i ş lenmesi ve takibi. Ba ş lang ı ç tarihi, biti ş tarihi, de ğ i ş tirme ve yeni ü r ü nler dahil edilmesi.
- ~Stok durum analizi: Dahili stoklar ve toptanc ı taraf ı ndan kanaldaki stok seviyesi. Eczanedeki etkisin hesaplanmas ı . Y ö netimi i ç in sat ı ş a ğ ı na ve eczaneye ileti ş im.
- ~Eczanede de ğ er ö nerisinin uygulanmas ı n ı n koordinasyonu.
- ~Eczane ile ç ok kanall ı angajman plan ı n ı n uygulanmas ı

## Key Performance Indicators

- ~M ü ş teri memnuniyeti: y ı ll ı k anket sonucu ve payda ş lardan gelen ç oklu de ğ erlendirici geri bildirimi.
- Sipari ş y ö netimi son tarihlerine uygunluk.
- M ü ş teri hizmetleri i ş lemleriyle ilgili NFCM kontrol sonu ç lar ı .

## Work Experience

Sat ı ş / ticari s ü re ç lerin anla ş ı lmas ı

## Skills

Alacak Hesaplar ı

Ç a ğ r ı Y ö netimi

Merak

M ü ş teri Hizmetleri

M ü ş teri Deneyimi

M ü ş teri İ li ş kileri Y ö netimi (CRM) Yaz ı l ı m ı

M ü ş teri Gereksinimleri

M ü ş teri Hizmetleri

Etkinli ğ i

İ zlemeler (Bilgisayar Programlar ı )

Microsoft Eri ş imi

Microsoft Excel

Mobil Cihazlar

İ li ş ki Kurma

Sat ı ş

Sat ı ş G ü c ü (CRM)

Language

internationalize

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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

## Geçici (Belirli Süreli)

Shift Work

No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6ad6e2f0d821c460510193", 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 kalturaDataLayer.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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