

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

- 负责支持销售代表和渠道合作伙伴处理订单/退货;向销售团队提供指标/报告, 并参与 HCP 进行费用支出。
- 通过个性化跟进接收和发出呼叫, 以提供附近的服务和客户解决方案。
- 就公司的价值主张、产品、商业条件和附加值提供建议和信息。
- 跟踪订单, 并解决客户对产品、价格、交货、可用性和功能的疑虑。

- 记录和分析所有信息,以帮助更好地了解客户并增强客户体验
- 与客户服务经理和客户服务流程保障主管协作,将信息作为业务和营销的发展战略进行交换。提供有关面向流程效率的反馈,以改善客户体验。
- 成为销售团队与中央的第一联系线,对客户产生的咨询和/或事件进行详尽的监控。
- 管理药店的订单处理,负责管理月度订单,以及客户要求的其他操作流程。
- 因过期和缺乏轮换而导致的退货管理。
- 处理和跟踪平台订单。新产品的开始日期、结束日期、更换和包含。
- 库存情况分析:批发商在渠道内库存和库存水平。计算药房的影响。与销售网络和药房进行沟通,进行管理。
- 协调药房价值主张的实施。
- 与药房实施多渠道参与计划

Key Performance Indicators

客户满意度:年度调查结果和利益相关者的多评估者反馈。
遵守订单管理期限。
与客户服务交易相关的NFCM控制结果。

Work Experience

了解销售/商业流程

Skills

应收帐款
 呼叫处理
 好奇心
 客户关怀
 客户体验
 客户关系管理CRM软件
 客户需求
 顾客服务
 效率
 安装计算机程序)
 Microsoft 访问
 Microsoft Excel
 移动设备
 建立关系
 销售
 Salesforce 客户关系管理

Language

英语

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
临时 固定期限)

Shift Work
No

```

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6ad6e2fd99248613756647", 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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