NOVARTIS

Head Customer Service

Job ID
REQ-10090597

十一月 17, 2026

Switzerland

摘要

#LI-Onsite

Location: Rotkreuz (Office-Based)

Relocation Support: This role is based in Rotkreuz (Office-Based). Novartis is unable to offer relocation support: please only apply if accessible.

As Head Customer Service, you will play a pivotal role in ensuring smooth end-to-end customer and order operations, connecting commercial teams, supply chain and distribution partners. You will combine people leadership with operational excellence, using SAP S/4HANA, automation and artificial intelligence to simplify processes, strengthen service quality and help our teams deliver an outstanding experience for customers.

About the Role

Key Responsibilities

- Lead end-to-end customer service and order operations, ensuring accurate and timely order processing, returns, credits and invoicing.
- Lead, develop and support the customer service team, aligning resources and capabilities with business priorities.
- Drive effective collaboration with sales teams, healthcare customers, wholesalers, distribution partners, supply chain and warehouse teams.
- Oversee commercial operations, including pricing, customer master data, product launches and commercial documentation.
- Champion SAP S/4HANA enhancements, automation and artificial intelligence solutions to improve customer and operational processes.
- Lead cross-functional improvement initiatives that strengthen customer experience, operational effectiveness and process efficiency.
- Ensure adherence to quality standards, financial controls, regulatory requirements and established customer service procedures.

Essential Requirements

- University degree in economics, business or a related discipline, or an equivalent qualification.
- Relevant customer service experience within the pharmaceutical industry, including order-to-cash or commercial operations.
- Proven people leadership experience, with the ability to develop teams and drive operational excellence.
- Strong experience with SAP S/4HANA, particularly Sales and Distribution and Materials Management modules, and Microsoft Office.
- Fluency in German, English to effectively collaborate with customers and stakeholders.
- Strong customer orientation, structured problem-solving skills and the ability to manage complex processes and competing priorities.

Benefits & Rewards

At Novartis, we ' re committed to reimagining medicine together - and rewarding the people who make it happen.

Expected Annual Base Salary Range for role: 93,800 CHF - 174,200 CHF

The base salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

In addition to your base salary, you may be eligible for a performance-based bonus depending on

certain performance parameters.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

In addition to your base salary, you may be eligible for a performance-based bonus depending on certain performance parameters. Long-term equity awards granted at group level may also be part of your package. Further details will be provided during the application process.

Read our brochure to learn more about our global total rewards offering:

https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf

Note: Benefits and compensation may vary by country and are subject to local legal requirements, including provisions of collective bargaining agreements where applicable. A full overview of your compensation package, including any relevant collective bargaining agreement details applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

Commitment to Diversity and Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams ' representative of the patients and communities we serve.

Accessibility and Accommodation

Novartis is committed to working with and providing reasonable accommodation to all individuals. If,

because of a medical condition or disability, you need a reasonable accommodation for any part of the

recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to diversity.inclusionch@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Barrierefreiheit und Zug ä nglichkeit

Wenn Sie aufgrund einer Erkrankung oder Behinderung spezielle Unterst ü tzung w ä hrend des Rekrutierungsprozesses brauchen und/oder deswegen detailliertere Informationen ü ber die wesentlichen Funktionen einer Stelle ben ö tigen, senden Sie bitte eine E-Mail an diversity.inclusionch@novartis.com und teilen Sie uns die Art Ihres Anliegens und Ihre Kontaktinformationen mit. Bitte vergessen Sie nicht, dabei die Referenznummer der Stellenausschreibung anzugeben

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)

Primary location salary range
CHF93,800.00 - CHF174,200.00

部门
Finance

Business Unit
Finance

地点
Switzerland

站点
Rotkreuz (Office-Based)

Company / Legal Entity
C018 (FCRS = CH018) Novartis Pharma Schweiz AG

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6afcfb71bc31d095020582", 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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