NOVARTIS

Customer Service Coordinator (Temporary Fixed-Term Contract - 15 Months)

Job ID
REQ-10091719

十一月 03, 2026

Morocco

摘要

The Customer Service Coordinator is responsible for ensuring the effective coordination and execution of customer service, administrative, and operational support activities across the organization. The role acts as a key contact point for internal and external stakeholders, ensuring service excellence, process efficiency, compliance with Novartis policies, and smooth execution of business operations. The incumbent contributes to continuous improvement initiatives, supports cross-functional collaboration, and helps maintain high standards of customer and stakeholder satisfaction.

This is a temporary fixed-term position with a contract duration of 15 months.

About the Role

Major Accountabilities

Customer Service & Operational Support

- Serve as a primary point of contact for customer service-related activities and operational coordination.
- Ensure timely processing and follow-up of customer requests, inquiries, and operational needs.
- Support order management, documentation, reporting, and coordination of day-to-day business activities as applicable.
- Maintain high service levels and proactively address issues impacting customer satisfaction.

Administrative Coordination

- Manage and coordinate administrative processes and activities within the assigned scope of responsibility.
- Organize and maintain relevant records, documentation, trackers, and operational reports.
- Ensure business continuity by providing administrative support during team member absences when required.
- Coordinate meetings, communications, and operational activities involving internal and external stakeholders.

Stakeholder Management

- Liaise effectively with cross-functional teams including Commercial, Medical, Finance, Supply Chain, Quality, and external partners.
- Provide guidance and support regarding processes, procedures, systems, and departmental requirements.
- Build collaborative relationships to facilitate effective business execution and problem resolution.

Process Excellence & Continuous Improvement

- Identify opportunities to simplify, optimize, and improve operational processes.
- Contribute to the implementation of new or revised procedures and systems.
- Participate in projects and initiatives aimed at improving efficiency, customer experience, and operational effectiveness.
- Support the development and sharing of best practices.

Compliance & Quality

- Ensure all activities are conducted in accordance with Novartis policies, local regulations, and compliance requirements.
- Report technical complaints, adverse events, and special situation cases related to Novartis products within 24 hours of receipt and according to applicable procedures.
- Support audit readiness and maintain proper documentation standards.
- Ensure accurate handling of marketing samples where applicable and in compliance with local requirements.

Team Support

- Support onboarding and knowledge transfer activities for new employees.
- Contribute to a positive and collaborative team environment.
- Share knowledge and expertise to enhance overall team effectiveness.

Key Performance Indicators (KPIs)

- Achievement of agreed customer service and operational service levels.
- Timeliness and accuracy of administrative and operational activities.
- Stakeholder satisfaction and quality of support provided.
- Continuous improvement initiatives successfully implemented.
- Compliance with reporting requirements, quality standards, and Novartis procedures.
- Effective management of departmental administrative processes and coordination activities.
- Accuracy and completeness of documentation and reporting.

Minimum Requirements

Education

- Bachelor's degree in Business Administration, Management, Supply Chain, Customer Service, Life Sciences, or a related field.
- Equivalent professional experience may be considered.

Work Experience

- Minimum 2-4 years of experience in customer service, administration, operations coordination, or a similar support function.
- Experience working within a multinational and cross-functional environment.
- Experience collaborating with diverse stakeholders across functions and geographies.
- Pharmaceutical industry experience is considered an advantage.

Languages

- Fluent in Arabic, French and English, both written and spoken.

Work Location

- This position is **site-based** and requires regular on-site presence at the **Novartis Manufacturing Site, Casablanca**.
- The incumbent will work closely with operational, quality, supply chain, customer service, and support functions based on the manufacturing site to ensure effective coordination and business continuity.
- Given the operational nature of the role, regular physical presence on site is required.

NOTE: This is a temporary fixed-term position with a contract duration of 15 months.

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
Other

地点
Morocco

站点
Casablanca - Distribution

Company / Legal Entity
MA03 (FCRS = MA003) Novartis Pharma Maroc SA

Functional Area
Sales

Job Type
Full time

Employment Type
Temporary (Fixed Term)

Shift Work
No

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