

# SCM & Customer Service Senior Expert

Job ID  
REQ-10029241  
Nov 15, 2024  
Canada

## About the Role

Key responsibilities:

- Engage and develop team talent with the right skills for the right roles through targeted skilling; whilst enhancing team productivity and morale.
- Oversee Order Management Analytical processes, ensuring to collect intelligence from both internal and external stakeholders and share insights cross-functionally to enable data-driven decisions and improve overall order management and distribution performance.
- Lead order to release and release to invoice productivity initiatives, and internal projects to maximize customer service level.
- Responsible to manage and evaluate the wholesaler performance and its impact in business operations.
- Guarantees excellence in Customer Service Level and Satisfaction – creates and safeguards key performance indicators to develop remediation plans to achieve operational excellence.
- Owns Customer Service Financial controls in full compliance with corporate guidelines.
- Support SCM Head in the development and implementation of key projects.

## What you'll bring to the role:

### Essential :

- University Degree in Business/Finance/Economics/Engineering, preferred.
- Experience in Customer Service, Order Management, Logistics and distribution.
- Excellent oral and written communication skills with a team player and pro-active attitude. Ability to address time-sensitive or urgent problems and adjust to periods of intense workload. Project Management.
- Leadership with proven problem-solving skills and ability to deal with ambiguity.
- Strong knowledge of M365 package and data analytics tools as Power BI, Sap Business Objects, Tableau, etc.
- Intermediate Bilingualism – Oral and Written: English and French

## Desirable Requirements:

- 3-5 years of pharmaceutical experience
- Experience with SAP, Microsoft Access, and BPC

## Role Requirements

**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>

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Division

Operations

Business Unit

CTS

Location

Canada

Site

Montreal

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Temporary (Fixed Term)

Shift Work

No

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