

Skrbnik kupcev NPhS (m/ž/d) / Customer Account Manager NPhS (m/f/d)

Job ID
REQ-10041784
Feb 24, 2025
Slovenia

Summary

As a Customer Account Manager NPhS you will be responsible for managing and balancing the relationship between customer, vendor and Logistics Expert for all supply related matters. Serving as customer's advocate in all areas related to demand & supply planning and order management (order entry/maintenance) with a strong focus on customer service level.

Join us and become our next talent.

About the Role

Key Responsibilities:

For assigned country portfolio:

- Serve as customer's advocate ensuring good customer relations and high customer service level
- Facilitate communication to customer and vendor in alignment with NPhS, Credit Management and Pricing Department
- Be first point of escalation for customer, vendor and NPhS AG
- Assess delivery date of open orders per month; make sure the forecasted figure is being met under consideration of the procurement and credit situation. Sales Forecasting is done in close cooperation with NPhS, NPhS Regional offices, customers and Credit Mgt. Sales achievement must be based on fulfillment of the Incoterm
- Maintain planning and master data parameters alignment among customer/ vendor and PhSC systems for active assortment
- Drive Demand availability and accuracy together with local team and LCIs
- Perform order management
- Monitor correct systems transactions, related to order validation/confirmation/ PO/Outbound creation

Essential Requirements:

- University diploma in technical or business related area, preferably in Supply Chain.
- Minimum 2 years in Supply Chain or Pharmaceuticals.
- Active knowledge of English.
- Knowledge of Microsoft Office.
- Highly motivated, independent and self-initiative.

We offer **temporary employment**, with **6 months** of probation period. Submit your application with the CV in

Slovenian and English language.

You'll receive:

Competitive salary, Annual bonus, Flexible working schedule, tailored to your needs, possibility to work from home, Pension scheme, Employee Recognition Scheme, Expanded program for the promotion of health in the field of physical, mental and social well-being (Wellbeing), employment at Top SI Employer, Unlimited learning and development opportunities.

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.

For Slovenia:

Kot **Skrbnik kupcev NPhS (m/ž/d)** boste odgovorni za upravljanje in usklajevanje odnosov med strankami, dobavitelji in logističnimi strokovnjaki za vse zadeve, povezane z oskrbo. Opravljanje funkcije zastopnika stranke na vseh področjih, povezanih z načrtovanjem povpraševanja in ponudbe ter upravljanjem naročil (vnašanje/vzdrževanje naročil), z močno osredotočenostjo na raven storitve za stranke. Delovanje skladno z zakonodajo, internimi predpisi, dobrimi praksami in poslovnimi cilji.

Pridružite se nam in postanite naš naslednji talent.

Vaše ključne odgovornosti:

Za dodeljeni portfelj v državi:

- Opravljanje funkcije zastopnika stranke za zagot. dobrih odnosov s strankami ter visoke ravni storitev.
- Usklajevanje kom. s strankami in dobavitelji ob usklajevanju z NPhS, Credit management in določanje cen.
- Biti prve kontaktne točke za eskalacijo za stranke, dob. in NPhS AG.
- Ocena datuma dobave odprtih naročil, zagotavljanje doseganja napovedanih števil ob upoštevanju nabave in kreditnega položaja. Napoved prodaje se izvaja v tesnem sodelovanju z NPhS, regionalnimi pisarnami NPhS ter oddelkom za upravljanje strank in kredita. Doseganje prodaje mora temeljiti na izpolnitvi zahtev iz stand.Incoterms.
- Vzdrževanje načrtovanja in usklajevanje parametrov mat.pod. med sistemi strank/dobaviteljev in PhSC za sortiment.
- Spodbujanje razpoložljivosti v primeru povp. in točnosti skupaj z ekipo in LCI.
- Izvajanje upravljanja naročil.
- Spremljanje sistemskih transakcij, povezanih z validacijo/potrditvijo naročil/ustvarjanjem PO/izhodnih dejavnosti.

Vaš doprinos k delovnem mestu:

- Univerzitetna stopnja izobrazbe tehničnega ali poslovnega področja, po možnosti na področju oskrbe.
- Minimalno 2 leti izkušenj iz področja Oskrbe ali farmacije.
- Aktivno znanje angleškega jezika.
- Poznavanje orodja Microsoft Office.

- Visoka motiviranost za delo, samostojnost in samoiniciativnost.

Z izbranim kandidatom bomo sklenili delovno razmerje za **določen čas** s poskusno dobo **6 mesecev**. Prijavo oddajte z življenjepisom v slovenskem in angleškem jeziku.

Kaj nudimo:

Konkurenčen plačni paket, letni bonus, fleksibilen način dela, z možnostjo prilagajanja urnika in delom od doma, zaposlitev v podjetju s certifikatom TOP Employer, pokojninsko shemo, shemo nagrajevanja in priznanja dosežkov, razširjeni program promocije zdravja na področju telesnega, duševnega in družbenega počutja (Polni življenja) ter dogodke, neomejene priložnosti za učenje in razvoj.

Predani smo raznolikosti in vključenosti

Novartis si prizadeva ustvariti izjemno, vključujoče delovno okolje in oblikovanje raznolikih timov, saj ti predstavljajo naše bolnike in skupnosti, ki jih oskrbujemo.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:
<https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

Innovative Medicines

Location

Slovenia

Site

Ljubljana

Company / Legal Entity

SI19 (FCRS = SI019) Novartis farmacevtska proizvodnja d.o.o.

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Temporary (Fixed Term)

Shift Work

No

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Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversity.inclusion_slo@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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2. <https://talentnetwork.novartis.com/network>
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4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Ljubljana/Skrbnik-kupcev-NPhS--m--d---Customer-Account-Manager-NPhS--m-f-d-_REQ-10041784-1
5. mailto:diversity.inclusion_slo@novartis.com
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Ljubljana/Skrbnik-kupcev-NPhS--m--d---Customer-Account-Manager-NPhS--m-f-d-_REQ-10041784-1