NOVARTIS

# Customer Service Associate

Job ID
REQ-10089881
Окт. 16, 2026
Россия
可用于: 中文 | Русский | Deutsch | English | Español | Français | Italiano | 日本語 | Nederlands | Slovenščina | Türk

### Сводка

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)

Дивизион
International

Business Unit
Sales
Место
Россия
Сайт
Moscow (City)
Company / Legal Entity
RU07 (FCRS = RU007) Novartis Pharma LLC
Functional Area
Продажи
Job Type
Full time
Employment Type
临时（固定期限）
Shift Work
No

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### Customer Service Associate

Apply to Job

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