NOVARTIS

Customer Excellence Associate

Job ID
REQ-10091037
Окт. 27, 2026
Украина

Сводка

-Explore, develop, implement and evaluate Digital innovation solutions that address customer needs. Co-create with key stakeholders to build partnerships and collaborations.
-Leads the delivery of multiple projects across a variety of creative and marketing channels, including print and digital media. Develop and coordinate project plans across the design, development and production stages of a project to support the successful delivery within set KPI's.
-Works in collaboration with brand teams, technical teams and all functions to maximize value.
-Provides consultancy, advice and assistance on strategy for commercialization of products, and influence marketing/Marketing Sales Operation team through delivery of proven analytics based projects.
-Provide analytics support to Novartis internal customers

About the Role

Major accountabilities:

- Planning and management, gather requirements to develop detailed Project plans and Project estimations to task level.
- Proactively assist the Business to identify upcoming conflicts and resource gaps.
- Serve as interface with the global and local Brand teams on Project Planning and delivery management.
- Leads and delivers projects for Regional and global teams, ensuring adherence to timelines and quality objectives.
- Ensures delivery of efficient and high-quality deliverables.
- Manages an efficient and high-quality team that promotes synergy and best practice sharing among resources, drives collaboration with Country Organizations in managing high standards of communication and delivering best in class services.
- Provide guidance on training requirements in relation to Commercial processes -Takes initiative to drive standardization of reports across brands.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Distribution of marketing samples (where applicable)

Key performance indicators:

- Quality and accuracy of forecast assumptions
- Good customer satisfaction scores
- Ability to manage multiple stakeholders / projects

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
Other
Место
Украина
Сайт
Kyiv
Company / Legal Entity
UAP0 (FCRS = CH024) NOPH SERVICES UKRAINE
Functional Area
Маркетинг
Job Type
Full time
Employment Type
Regular
Shift Work
No

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