

Customer Operations Manager - Jeddah

Job ID
REQ-10075192
апр 08, 2026
Саудовская Аравия

Сводка

Lead and manage all aspects of the Sales Administration/ Operations team within a significant country including order management team; site-to-site material purchasing process and master data maintenance to ensure uninterrupted business operations. Manage team activities including resources allocation based on workload and priorities, professional development, reporting and delivery of group objectives. Leads a key area of sales support within a significant county (Sales training, Analytics, Sales Operations). Develop an effective through training and coaching or management of key commercial programmes

About the Role

Location : Jeddah

This role is based in Saudi Arabia. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Key responsibilities

- Responsible for supporting sales representatives and channel partners in processing orders / returns; providing metrics/ reports to Sales team and engaging HCPs for expense payout.
- Follow up on sales orders and provide status updates; update customer lists business wise.
- Research and resolve escalated problems and issues, including issues related to order management, accounting and invoicing.
- Communicate status of problems and solutions to customers and other appropriate parties.
- Ensure team adherence to all processes and working procedures related to customer service.
- Coordination of process changes and maintenance of customer service SOP's.
- Ensuring new team members receive the required level of system support and training to efficiently and effectively perform appointed role.

Requirements

- Bachelor's degree in science, Business administration, or Supply chain. MBA degree is preferable.
- Minimum 2 years working in multinational companies.
- Experience with SAP, Power BI and Excel
- Strong capability in sales operations, preferably from pharma industry
- Good knowledge of supply chain and logistics

Languages: English and Arabic

Novartis is committed to building an outstanding, inclusive work environment and diverse team representative of the patients and communities we serve.

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
Marketing
Место
Саудовская Аравия
Сайт
Jeddah
Company / Legal Entity
SA01 (FCRS = SA001) Novartis Saudi Arabia Ltd
Functional Area
Продажи
Job Type
Full time
Employment Type
Regular
Shift Work
No

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