

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

Job ID

REQ-10053967

Jun 10, 2025

Slovenia

Summary

#LI-Hybrid

Interni naziv pozicije / Internal job title: Skrbnik kupcev NPhS (m/ž/d) / Customer Account Manager NPhS (m/f/d)

Kot Skrbnik kupcev 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.

We are seeking a Customer Account Manager. In this role, 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. Working in accordance with legislation, internal rules, good practices and business objectives.

About the Role

Vaše ključne odgovornosti:

- Opravljanje funkcije zastopnika stranke za zagotavljanje dobrih odnosov s strankami ter visoke ravni storitev (pravočasna in v celoti dostava naročil)
- Usklajevanje komunikacije s strankami in dobavitelji v skladu s poslovanjem, Credit management in drugimi notranji področji
- Biti prva kontaktna točka za eskalacijo za stranke, prodajalce in podjetja pri izjemnih vprašanjih in posebnih poslovnih primeri
- Ocena datuma dobave odprtih naročil, zagotavljanje doseganja napovedanih števil ob upoštevanju nabave in kreditnega položaja (ocena prodaje). Napoved prodaje se izvaja v tesnem sodelovanju z vodstvom, regionalnimi pisarnami, strankami in upravljanjem kreditov.. Doseganje prodaje mora temeljiti na izpolnitvi zahtev iz standardov Incoterm.
- Vzdrževanje načrtovanja in usklajevanje parametrov glavnih podatkov med sistemi strank/prodajalcev in dobavne verige za aktivni asortiman v tesnem sodelovanju z globalno ekipo za upravljanje matičnih podatkov

- Spodbujanje razpoložljivosti in natančnosti povpraševanja (čiščenje podatkov, spremljanje in izpodbijanje napovedanih podatkov o povpraševanju itd.). skupaj z lokalno ekipo in vodji življenjskega cikla
- Izvajanje upravljanja naročil (ustvarjanje, potrjevanje, izvajanje in arhiviranje) v skladu s povezanimi procesi in zagotavljanje pravočasnega vnosa naročil v naš ERP sistem; posodobite spremembe naročil SAP, ki jih sproži in upravlja prodajalec ali stranka

Vaš doprinos k delovnem mestu:

- Formalno izobraževanje na tehničnem ali poslovnem področju, po možnosti v dobavni verigi
- Najmanj 1-2 leti izkušenj v dobavni verigi ali farmaciji
- Znanje SAP
- Dokazana sposobnost dela v hitro spreminjajočem se in kompleksnem poslovnem okolju
- Osredotočenost na storitve za stranke (prva točka stopnjevanja za stranke)
- Odlično razumevanje omrežja povpraševanja in ponudbe
- Aktivno pisno in govorno zanje angleškega jezika

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

Ugodnosti in nagrajevanje: Konkurenčen plačni paket, letni bonus, fleksibilen način dela z možnostjo prilagajanja urnika in delom od doma, pokojninska shema, shema nagrajevanja in priznanja dosežkov, razširjeni program promocije zdravja na področju telesnega, duševnega in fizičnega počutja (iniciativa Polni življenja), številne 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.

Dostop in prilagoditve: V Novartisu si prizadevamo k vključenosti oseb z invalidnostjo in zagotavljanju ustreznih prilagoditev delovnega okolja posameznikom z omejitvami. V kolikor zaradi bolezni ali invalidnosti potrebujete ustrezne prilagoditve v kateremkoli delu selekcijskega procesa oziroma potrebujete prilagoditve pri izvajanju osnovnih nalog na delovnem mestu, nam pišite na naslov diversity.inclusion_slo@novartis.com in navedite, kakšne prilagoditve potrebujete ter vaše kontaktne podatke. Prosimo, vključite tudi podatek o številki razpisa, na katerega se prijavljate.

Key Responsibilities:

- Serve as customer's advocate ensuring good customer relations and a high customer service level (On time and in full delivery of orders).
- Facilitate communication to customer and vendor in alignment with business, Credit Management and other internal areas
- Be first point of escalation for customer, vendor and business on exceptional issues and special business cases
- Assess delivery date of open orders per month; make sure the forecasted figure is being met under consideration of the procurement and credit situation for each customer order (Sales Assessment). Sales Forecasting is done in close Co-operation with management, regional offices, customers and Credit Management. The sales achievement must be based on fulfillment of the Incoterm

- Maintain adequate planning and master data parameters alignment among customer/ vendor and Supply Chain systems for active assortment in close collaboration with global master data management team
- Drive Demand availability and accuracy (data cleanup, monitoring and challenging of forecasted demand figures, etc). together with local team and Lifecycle managers
- Perform order management (creation, validation, execution and archiving) in line with associated processes and ensure timely order entry in our ERP System; update SAP order changes initiated and managed by vendor or customer

Essential Requirements:

- Formal education in technical or business-related area, preferably in Supply Chain
- Minimum 1-2 years in Supply Chain or Pharmaceuticals
- SAP knowledge
- Proven ability to work in a rapidly changing and complex business environment
- Customer Service Focus (first point of escalation for customers)
- Excellent understanding of Demand & Supply network
- Fluent written and spoken English

We offer **temporary employment of two years** with **6 months** of probation period. Submit your application with the CV in Slovenian and English language.

Benefits and Rewards: 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 (Well-being), 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.

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.

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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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>

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Innovative Medicines
Location
Slovenia
Site
Ljubljana
Company / Legal Entity
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Functional Area
Technical Operations
Job Type
Full time
Employment Type
Temporary (Fixed Term)
Shift Work
No
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