

## Marketing Assistant

Job ID  
REQ-10043027

3月 04, 2025

China

### 摘要

-Support end-to-end order management process by interacting with customers, manufacturing sites, and other internal departments to ensure all orders are executed in a timely and efficient manner. Sales support specialists responsible for key sales coordination activities. Supervision and support readily available from next line manager.

### About the Role

Major accountabilities:

- Timely order management using relevant system.
- Perform manual order entry for site-to-site material transfer orders.
- Issue credit and debits notes.
- Monitor email inboxes to ensure timely and accurate responses to customer inquiries regarding order status, shipping dates, product availability, and back orders.

- Perform order confirmation and inbound system booking for manually placed orders in the system.
- Act as a liaison with various departments throughout the company and be a trusted advisor to internal parties.
- Maintain and issue customer open order list -Maintain accurate and up to date working procedures -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:

- Full compliance with required standards and policies (NFCM controls) - Compliance with order management deadlines - Process performance (e.g. order confirmation, confirm dates in the past) - End-users trained according to the agreed training plan

Minimum Requirements:

Work Experience:

- Operations Management and Execution.

Skills:

- Affiliate Marketing.
- Auditing.
- Calls Handling.
- Computer Programming.
- Conflict Resolution.
- Customer Care.
- Customer Requirements.
- Customer Service.
- Databases.
- Installations (Computer Programs).
- Microsoft Access.
- Ontology.
- Order Management.
- Physics.
- Relationship Building.
- Sales Support.
- Sap Erp.
- Scheduler.

Languages :

- English.

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部门

International

Business Unit

Innovative Medicines

地点

China

站点

Shanghai (Shanghai)

Company / Legal Entity

CN09 (FCRS = CN009) Shanghai Novartis Trading Ltd.

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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