Customer Service Associate

Job ID
REQ-10089881

十月 16, 2026

Russian Fed.

可用于: 中文 | Русский | Deutsch | English | Español | Français | Italiano | 日本語 | Nederlands | Slovenščina | Türk

摘要

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)

部门
International

Business Unit
Sales

地点
Russian Fed.

站点
Moscow (City)

Company / Legal Entity
RU07 (FCRS = RU007) Novartis Pharma LLC

Functional Area
Sales

Job Type
Full time

Employment Type
临时 固定期限）

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6af2731f85a3f875924776", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default: alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5'; config.plugins.googleTagManager.customEventsTracking.custom = []; config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } }; }
```

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// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }
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