

# Order Management Specialist

Job ID  
REQ-10023132  
Sep 25, 2024  
Mexico

## Summary

To provide customer service for direct sales to Mexican government since the reception and processing of sales orders and credit notes as well as analytical support to supply chain for reporting, compliance, and accuracy of data as well as having an active participation in processes improvement.

## About the Role

### Major Accountabilities

- Provide analytical support in matters related to supply chain activities, decision making.
- Participation and support projects of automations and process improvements.
- Accurate sales orders and credit note creation for government customers, follow up and problem solving during the process.
- Bring support to the different Business Units (BUs) that Order Management (OM) provides services.
- Carry out the capture of the customer purchase orders in SAP in time and without deviations.
- Provide an accurate follow up and solution of incidents related to the order processing.
- Reception, validation, and issuance of Financial and Operative Credit Notes.
- Support to Internal and external Order Management stakeholders (Key Interactions) as well as to wholesalers and several customers if needed.

### Role Requirements :

- Bachelor's degree in Accounting, Finance, or similar
- 3-5 years related experience; public company preferred
- Experience in the healthcare or life science industries is preferred
- English required
- Able to multitask in a growing, dynamic environment
- Experience with SAP, or comparable systems, preferred
- System implementation experience is a plus

*Novartis is committed to building an outstanding, inclusive work environment and diverse teams' 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.

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Division

Finance

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Audit & Finance

Job Type

Full time

Employment Type

Regular

Shift Work

No

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## Ajustes de accesibilidad

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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2. <https://talentnetwork.novartis.com/network>

3. <https://www.novartis.com/careers/benefits-rewards>
4. [https://novartis.wd3.myworkdayjobs.com/es/Novartis\\_Careers/job/INSURGENTES/OM-Specialist\\_REQ-10023132-2](https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/INSURGENTES/OM-Specialist_REQ-10023132-2)
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