

Commercial Adopt Manager APMAJC - Release to Invoice

Job ID
REQ-10026715
Dec 03, 2024
Malaysia

Summary

This role will help drive the preparation, adoption, deployment and go-live of the Lean Digital Core (LDC) solution in countries, with focus on Release to Invoice processes that include Customer Billing, Delivery and Returns.

Working together with country teams, you will be accountable for oversight and delivery of all country-driven activities, including people to profile mapping, planning and execution of User Acceptance Testing, Training, Data Conversion, Cutover and Hypercare. You will partner with Solution Design, Enablement (e.g. Data Conversion, Cutover) and IT Experts to ensure successful delivery and adoption of the solution.

About the Role

Major accountabilities:

- Support repeatable and scalable deployment of LDC Releases of functional business processes.
- Drive in-country business process deployment activities in close collaboration with functional team members to ensure aligned understanding & implementation of agreed release scope
- Outline, assign and coach required resources for successful deployment in-country for successful delivery.
- Support Adopt Lead to ensure smooth interaction of expertise areas & activities above country.
- Ensure adherence to LDC template and agreed LSTRs in Deployment process area.
- Support risk management & mitigation of business implementations together with Business or Function Process Lead, including oversight over locally triggered projects
- Engage with internal stakeholders on functional & deployment deliverables.
- Support user acceptance testing to enable local organization acceptance and support for positive “Go” decision.
- Facilitate robust collaboration between Functional and Business experts (~ country, NGSC, HUB, ...) to achieve sustainable process solutions.

Key performance indicators:

- Completion of LDC deliverables according to communicated plan
- Satisfaction with quality of delivered outcomes

Minimum Requirements:

Work Experience:

- **Bachelor's degree in relevant field (e.g. Finance, Supply Chain, Customer Service, Information Technology) Master's degree preferred**
- **Strong project delivery experience (PMP, CSM certifications a plus)**

Languages

English

Experiences

Operations Management and Execution

Process management Project Management Technical knowledge

Competencies

Continuous Learning (Dyn. Knowledge Development) Digital & Technology Savvy

Interpersonal Savvy Managing Change Operational Excellence Project Excellence Stakeholder Engagement

Technical / Functional Skills & Knowledge

In-depth knowledge of functional area business processes

Relevant domain experience in either an operational or system support role covering the following processes:

- **Invoicing / Collections**
- **Product Allocation / Backorder Processing**
- **Returns Processing**
- **Prior experience with an ERP system (SAP S/4 HANA preferred)**
- **Strong knowledge of operational and financial controls (e.g. SOX)**
- **Experience with Software Development Lifecycle methodologies (e.g. Agile) and Computer System Validation (CSV) processes**

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Division

Operations

Business Unit

CTS

Location

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Alternative Location 1

Hyderabad (Office), India

Alternative Location 2

Shanghai (Shanghai), China

Alternative Location 3

Taipei, Taiwan

Alternative Location 4

Tokyo, Japan

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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List of links present in page

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