

# Customer Service Coordinator (m/f/d)

Job ID  
REQ-10026262  
Nov 06, 2024  
Austria

## Summary

The Customer Services Coordinator in Austria is part of a 7-member team, reporting to the Customer Services Team Lead. In this role your responsibilities will include managing customer service operations, driving efficiency projects, monitoring performance metrics, managing product distribution, and providing training and support for new product launches.

This position is temporary until end of March 2026. However, the role also offers a hybrid work environment with flexible working hours.

## About the Role

**Location:** Schafftenau, Tirol, Austria #Hybrid

***Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.***

## Key Responsibilities:

- Provide tactical oversight on all customer service operations, portfolio and projects in the department
- Drive operational efficiency projects in developing and implementing new policies and procedures to achieve supplier delivery performance targets
- Processing and preparation of planning data and identification of fluctuation in demand
- Monitoring customer service performance and follow-up of Key Performance Indicators for customer service (One Time In Full, Supplier Confirmation Performance)
- Distribution of marketing samples, stock optimization of market supply (handling of rush orders, avoiding stock out in markets, etc.) and organization of return to supplier process
- Provide training and coaching to customer service agents
- Support launch of new products or brands

## Essential Requirements:

- High school degree (AHS, HAK, HBLA, or similar) and experience in customer service or a similar position
- Fluent in German and English
- High communication skills, both written and verbal
- Stakeholder management and strong organization skills
- Collaborative mindset and problem-solving skills with a high degree of flexibility

- ERP skills (ideally SAP)

### **Benefits and Rewards:**

You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook: <https://www.novartis.com/careers/benefits-rewards>

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In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development options as well as worldwide career opportunities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary as stated in the collective bargaining agreement. For this position the minimum salary is € 58,199.96 /year (on a full time basis). In most cases, the actual salary will be higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications and individual competencies. We are open for part-time and job sharing models and support flexible and remote working where possible.

### **Commitment to Diversity & Inclusion:**

Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

Hiring decisions are only based on the qualification for the position, regardless of gender, ethnicity, religion, sexual orientation, age and disability.

### **Adjustments for Applicants with Disabilities:**

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to [disabilities.austria@novartis.com](mailto:disabilities.austria@novartis.com) and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

**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>

Division

Operations

Business Unit

Innovative Medicines

Location

Austria

Site  
Schafftenau  
Company / Legal Entity  
AT33 (FCRS = AT033) Novartis Pharmaceutical Manufacturing GmbH  
Functional Area  
Technical Operations  
Job Type  
Full time  
Employment Type  
Temporary (Fixed Term)  
Shift Work  
No  
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3. <https://talentnetwork.novartis.com/network>
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