

Customer Service and Demand Intern

Job ID

REQ-10056329

Jun 29, 2025

Latvia

Summary

Supports accurate and effective demand planning, order processing, high quality service to customers (wholesalers) and efficient collaboration with other partners along the product delivery chain.

About the Role

Major Accountabilities

- Execute and follow-up of customer orders and inventory monitoring
- Smooth and timely communication with customers establishing strong professional relationship
- Communication with manufacturing sites
- Execute technical operations in SAP related to demand management and order issuance, master data maintenance
- Validate and control supply documentation, including Health Authority reporting
- Track and communicate delivery status information
- Process ad-hoc requests related to product availability, stock levels and supply allocation
- Process product and supply complaints involving other departments as applicable
- Administer credit-note process
- Arrange product returns and recalls in collaboration with other functions
- Support order tracking and customer demand management (CDM) requests seeking for optimal product supply
- Update customers on price changes and other distribution updates, e.g., stock-outs and projected availability of products
- Prepare statistical reports, e.g., for the State Health Authorities
- Collaborate with internal stakeholders or demand management, inventory and supply
- On time reporting of spontaneous adverse events (AE) reports and technical complaints for all Novartis products

Key Performance Indicators

- Data accuracy (SAP)
- Customer Service Level (CSL)
- Inventory level (MoC-Months of Coverage)
- Continuous and timely order processing in line with defined timelines
- Feedback from key internal stakeholders on quality of collaboration
- Corporate trainings done on time

Minimum Requirements

Graduate degree or student in logistics or supply chain

Fluent in both written and spoken English

High level of PC literacy (MS Office)

Strong time management skills

Effective communication skills

SAP knowledge as an advantage

Knowledge of the pharmaceutical market as an advantage

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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Division

International

Business Unit

Innovative Medicines

Location

Latvia

Site

Latvia

Company / Legal Entity

LV01 (FCRS = LV001) SIA Baltics, Latvia

Functional Area

Others

Job Type

Full time

Employment Type

Early Career (Fixed Term)

Shift Work

No

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