

Supply Chain Customer Service Agent

Job ID

REQ-10070328

Feb 12, 2026

LOC_RO

About the Role

Key Responsibilities:

- Demand Management including forecast review, stock outs, coverage in the countries and in alignment with stakeholders
- Manage and handle customer orders including alignment with Production and Quality to ensure a reliable supply
- Ensure shipping aligns with requested delivery dates in alignment with Dispatch and Warehouse
- Manage special requests like one-time shipments, registration samples based on customer demand
- Update and maintain CS related SAP records
- Monitor supply related Key Performance Indicators (KPIs) and prepare performance reports, implement Corrective Actions/Preventive Actions (CAPAs) to improve performance

Minimum Requirements:

- Proven experience in Operations Management and Execution
- Problem-solving and timely decision-making abilities, strong sense of ownership and proactive mindset; Being a team player is essential
- Strong in communication including internal and external stakeholders
- Understanding of transportation, demand planning, and order management
- Active learning mindset, willingness to adapt to change and ability to manage stress effectively
- Proficiency in relevant tools and systems (e.g., SAP, Power BI, Kinaxis)
- Analyze Data and curiosity to support automation of customer services processes
- Romanian and English (fluent)

Commitment to Diversity and Inclusion / EEO paragraph:

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. 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>

Role Requirements

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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_TO

Business Unit

Information Technology

Location

LOC_RO

Site

Targu Mures

Company / Legal Entity

RO03 (FCRS = RO003) Novartis Pharmaceuticals S.R.L

Functional Area

FCT_TO

Job Type

Full time

Employment Type

Regular

Shift Work

No

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List of links present in page

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2. <https://www.novartis.com/about/strategy/people-and-culture>
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