

# Field Support Specialist

Job ID

REQ-10074139

Mar 17, 2026

LOC\_CN

## About the Role

Major accountabilities:

- Timely order management using relevant system.
- Perform manual order entry for site-to-site material transfer orders.
- Issue credit and debits notes.
- Monitor email inboxes to ensure timely and accurate responses to customer inquiries regarding order status, shipping dates, product availability, and back orders.
- Perform order confirmation and inbound system booking for manually placed orders in the system.
- Act as a liaison with various departments throughout the company and be a trusted advisor to internal parties.
- Maintain and issue customer open order list.
- Maintain accurate and up to date working procedures.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Distribution of marketing samples (where applicable)

Key performance indicators:

- Full compliance with required standards and policies (NFCM controls)
- Compliance with order management deadlines
- Process performance (e.g. order confirmation, confirm dates in the past)
- End-users trained according to the agreed training plan

Minimum Requirements:

Work Experience:

- Operations Management and Execution.

Skills:

- Affiliate Marketing
- Auditing
- Calls Handling
- Conflict Resolution
- Customer Care
- Customer Requirements
- Customer Service
- Databases
- Installations (Computer Programs)
- Microsoft Access
- Oncology
- Order Management
- Relationship Building
- Sales Support
- SAP ERP

Languages:

- English

## Role Requirements

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

Division

DIV\_IM

Business Unit

Sales

Location

LOC\_CN

Site

Wuhan (Hubei Province)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

FCT\_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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