

Customer Operations Manager - Jeddah

Job ID

REQ-10075192

Apr 08, 2026

LOC_SA

About the Role

Location : Jeddah

This role is based in Saudi Arabia. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Key responsibilities

- Responsible for supporting sales representatives and channel partners in processing orders / returns; providing metrics/ reports to Sales team and engaging HCPs for expense payout.
- Follow up on sales orders and provide status updates; update customer lists business wise.
- Research and resolve escalated problems and issues, including issues related to order management, accounting and invoicing.
- Communicate status of problems and solutions to customers and other appropriate parties.
- Ensure team adherence to all processes and working procedures related to customer service.
- Coordination of process changes and maintenance of customer service SOP's.
- Ensuring new team members receive the required level of system support and training to efficiently and effectively perform appointed role.

Requirements

- Bachelor's degree in science, Business administration, or Supply chain. MBA degree is preferable.
- Minimum 2 years working in multinational companies.
- Experience with SAP, Power BI and Excel
- Strong capability in sales operations, preferably from pharma industry
- Good knowledge of supply chain and logistics

Languages: English and Arabic

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

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>

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

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

Division

DIV_IM

Business Unit

Marketing

Location

LOC_SA
Site
Jeddah
Company / Legal Entity
SA01 (FCRS = SA001) Novartis Saudi Arabia Ltd
Functional Area
FCT_SA
Job Type
Full time
Employment Type
Regular
Shift Work
No
Apply to Job

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