

## Executive Assistant / Coordinator

Job ID

REQ-10067189

Nov 18, 2025

LOC\_UA

### About the Role

Major accountabilities:

- General administrative support: Deals with complex administrative and organizational assignments independently and takes care of general administrative tasks.
- Involved in strategic planning processes.
- Interaction: Informs, advises and supports the team and associates from outside the team on processes, guidelines services that are specific to the department.
- Accommodates customer's specific needs.
- Work processes in own area of responsibility: Initiates new processes or modification of processes and coordinates the introduction of new or modified processes.
- Handling of administrative projects: Acts as project coordinator/manager for administrative projects (design, planning, implementation, communication, etc.) -Supervisory tasks: Mentors temporary employees or apprentices or assumes a limited project coordination/management role.
- Proactively engage stakeholders to ensure that on site client's expectations are met through high levels of customer service -Effectively manage service vendor to ensure an on time deliverable system.
- 24/7 emergency call support and site attendance is required.
- Flexibility and ownership of the overall operations.
- 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:

- Enhance operational effectiveness and efficiency -Consistently monitor and control the quality of performance -Reduce operational costs -Maximize asset value and extend asset life cycle

Minimum Requirements:

Work Experience:

- Managing Crises.
- Cross Cultural Experience.
- Collaborating across boundaries.

Skills:

- Quality decision making.
- Managing resources.
- Creativity and visioning.
- Being assertive.
- Conflict management.
- Challenging the status quo.
- Influencing and persuading.
- Transaction Deal Structuring.
- Franchise Strategy Prioritization.
- Analyzing stakeholder requirements.

Languages :

- English
- Ukrainian

## 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

General Management

Location

LOC\_UA

Site

Kyiv

Company / Legal Entity

UAP0 (FCRS = CH024) NOPH SERVICES UKRAINE

Functional Area

FCT\_FA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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