

Customer Service & Logistics Coordinator

Job ID

REQ-10075413

May 05, 2026

LOC_BE

About the Role

Key Responsibilities

- Provide technical and functional support for Customer Service systems, including SAP S/4HANA, Peppol, Basware, and Esker
- Act as SAP S/4HANA Super User, troubleshooting issues and supporting smooth daily Customer Service operations
- Develop, maintain, and enhance Power BI dashboards and reports to support data-driven management decisions
- Deliver regular performance reporting and business analysis to monitor Customer Service and logistics effectiveness
- Coordinate closely with warehouse and third-party logistics partners on deliveries, damages, discrepancies, and stock reconciliation
- Prepare and consolidate monthly reports covering Customer
- Service and logistics activities
- Perform internal controls across Customer Service and logistics, ensuring compliance with Good Distribution Practice and internal procedures
- Identify opportunities to simplify processes, improve ways of working, and support digital automation initiatives

Essential Requirements

- Previous experience in customer service, logistics coordination, or business support, preferably in a regulated industry
- Hands-on experience with enterprise resource planning systems such as SAP S/4HANA or similar platforms
- Strong understanding of end-to-end supply chain and customer service processes, including physical and data flows
- Proven ability to analyse data and create insights using Power BI or comparable reporting tools
- Solid organisational, analytical, and problem-solving skills with strong attention to detail
- Ability to manage multiple priorities and collaborate effectively across functions and stakeholders
- Proactive, structured, and solution-oriented mindset with openness to digital tools and automation
- Professional working proficiency in English, with good command of French and/or Dutch

You'll receive:

You'll have countless opportunities to develop, whether it's up, across or outside your comfort zone. We offer you a challenging, international, interdisciplinary and enjoyable work environment. Investment in people is a priority for Novartis including your well-being. We offer a range of possibilities for personal development and career opportunities within a network of bright and curious minds. We offer you a competitive salary and benefit package. Novartis also supports a flexible work-life integration (working remotely, flexi-time schedules, ...). Your office will be based in Diegem.

Commitment to Diversity and Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams 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_TO

Business Unit

Finance

Location

LOC_BE

Site

Vilvoorde

Company / Legal Entity

BE03 (FCRS = BE003) Novartis Pharma nv-sa

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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