

# 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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