

# Customer Service Agent

Job ID

REQ-10078461

May 19, 2026

LOC\_RO

## About the Role

Key Responsibilities:

- Own end-to-end demand management: review forecasts, prevent stock-outs, and align coverage with stakeholders.
- Manage customer orders, coordinating with Production and Quality to ensure reliable supply.
- Plan shipments to match requested delivery dates with Dispatch and Warehouse teams.
- Handle special requests, including one-time shipments and registration samples, based on customer demand.
- Maintain accurate customer service records in SAP (Systems, Applications, and Products in Data Processing).
- Track Key Performance Indicators, analyze trends, and create performance reports for stakeholders.
- Drive improvements through investigations and corrective and preventive actions to strengthen service performance.

Essential Requirements:

- Proven experience in operations management and execution in a supply, logistics, or manufacturing environment.
- Strong problem-solving and timely decision-making skills, with clear ownership and proactive follow-through.
- Confident communicator who builds effective partnerships with internal teams and external customers.
- Solid understanding of transportation, demand planning, and order management processes.
- Proficiency with SAP, Microsoft Power BI or Kinaxis (or similar planning and analytics tools).
- Fluent English (fluency in Romanian is a plus), with an active learning mindset and resilience in a fast-changing environment.

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>

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Division

DIV\_TO

Business Unit

General Management

Location

LOC\_RO

Site

Targu Mures

Company / Legal Entity

RO03 (FCRS = RO003) Novartis Pharmaceuticals S.R.L

Functional Area

FCT\_TO

Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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## Customer Service Agent

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