NOVARTIS

Customer Excellence Associate

Job ID
REQ-10091037
Oct 27, 2026
LOC_UA

About the Role

Major accountabilities:

- Planning and management, gather requirements to develop detailed Project plans and Project estimations to task level.
- Proactively assist the Business to identify upcoming conflicts and resource gaps.
- Serve as interface with the global and local Brand teams on Project Planning and delivery management.
- Leads and delivers projects for Regional and global teams, ensuring adherence to timelines and quality objectives.
- Ensures delivery of efficient and high-quality deliverables.
- Manages an efficient and high-quality team that promotes synergy and best practice sharing among resources, drives collaboration with Country Organizations in managing high standards of communication and delivering best in class services.
- Provide guidance on training requirements in relation to Commercial processes -Takes initiative to drive standardization of reports across brands.
- 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:

- Quality and accuracy of forecast assumptions
- Good customer satisfaction scores
- Ability to manage multiple stakeholders / projects

Role Requirements

Division
DIV_IM
Business Unit
Other
Location
LOC_UA
Site
Kyiv
Company / Legal Entity
UAP0 (FCRS = CH024) NOPH SERVICES UKRAINE
Functional Area
FCT_MM
Job Type
Full time
Employment Type

Regular
Shift Work
No
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Customer Excellence Associate

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