NOVARTIS

Customer Service Coordinator (Temporary Fixed-Term Contract - 15 Months)

Job ID
REQ-10091719
Nov 03, 2026
LOC_MA

About the Role

Major Accountabilities

Customer Service & Operational Support

- Serve as a primary point of contact for customer service-related activities and operational coordination.
- Ensure timely processing and follow-up of customer requests, inquiries, and operational needs.
- Support order management, documentation, reporting, and coordination of day-to-day business activities as applicable.
- Maintain high service levels and proactively address issues impacting customer satisfaction.

Administrative Coordination

- Manage and coordinate administrative processes and activities within the assigned scope of responsibility.
- Organize and maintain relevant records, documentation, trackers, and operational reports.
- Ensure business continuity by providing administrative support during team member absences when required.
- Coordinate meetings, communications, and operational activities involving internal and external stakeholders.

Stakeholder Management

- Liaise effectively with cross-functional teams including Commercial, Medical, Finance, Supply Chain, Quality, and external partners.
- Provide guidance and support regarding processes, procedures, systems, and departmental requirements.
- Build collaborative relationships to facilitate effective business execution and problem resolution.

Process Excellence & Continuous Improvement

- Identify opportunities to simplify, optimize, and improve operational processes.
- Contribute to the implementation of new or revised procedures and systems.
- Participate in projects and initiatives aimed at improving efficiency, customer experience, and operational effectiveness.
- Support the development and sharing of best practices.

Compliance & Quality

- Ensure all activities are conducted in accordance with Novartis policies, local regulations, and compliance requirements.
- Report technical complaints, adverse events, and special situation cases related to Novartis products within 24 hours of receipt and according to applicable procedures.
- Support audit readiness and maintain proper documentation standards.
- Ensure accurate handling of marketing samples where applicable and in compliance with local requirements.

Team Support

- Support onboarding and knowledge transfer activities for new employees.
- Contribute to a positive and collaborative team environment.

- Share knowledge and expertise to enhance overall team effectiveness.

Key Performance Indicators (KPIs)

- Achievement of agreed customer service and operational service levels.
- Timeliness and accuracy of administrative and operational activities.
- Stakeholder satisfaction and quality of support provided.
- Continuous improvement initiatives successfully implemented.
- Compliance with reporting requirements, quality standards, and Novartis procedures.
- Effective management of departmental administrative processes and coordination activities.
- Accuracy and completeness of documentation and reporting.

Minimum Requirements

Education

- Bachelor's degree in Business Administration, Management, Supply Chain, Customer Service, Life Sciences, or a related field.
- Equivalent professional experience may be considered.

Work Experience

- Minimum 2-4 years of experience in customer service, administration, operations coordination, or a similar support function.
- Experience working within a multinational and cross-functional environment.
- Experience collaborating with diverse stakeholders across functions and geographies.
- Pharmaceutical industry experience is considered an advantage.

Languages

- Fluent in Arabic, French and English, both written and spoken.

Work Location

- This position is site-based and requires regular on-site presence at the Novartis Manufacturing Site, Casablanca.
- The incumbent will work closely with operational, quality, supply chain, customer service, and support functions based on the manufacturing site to ensure effective coordination and business continuity.
- Given the operational nature of the role, regular physical presence on site is required.

NOTE: This is a temporary fixed-term position with a contract duration of 15 months.

Role Requirements

Division
DIV_IM
Business Unit
Other
Location
LOC_MA
Site
Casablanca - Distribution
Company / Legal Entity
MA03 (FCRS = MA003) Novartis Pharma Maroc SA
Functional Area
FCT_SA

Job Type
Full time
Employment Type
Temporary (Fixed Term)
Shift Work
No
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