NOVARTIS

Customer Operations Service SMA/Neuromuscular

Job ID
REQ-10080316
Nov 07, 2026
LOC_IT

About the Role

Key Responsibilities

- Ensure oversight of the end-to-end order management process for the product, coordinating priorities, operational timelines, and interfaces with Customer Service, EMEA logistics, Customer Service Italy, and prescribing/treating centres.
- Guarantee autonomous management of time-critical cases, particularly those related to newborn screening (NBS), ensuring timely decision-making, alignment among the stakeholders involved, and continuity of the order-to-delivery flow.
- Oversee the monitoring of shipments, logistical exceptions, and potential delays relating to a product of high clinical and economic value, promoting proactive risk-mitigation actions.
- Oversee the administrative processes related to the product, including documentary checks, verification of access prerequisites, management of incoming and outgoing invoicing, and alignment with AIFA registries and related requirements.
- Support the preparation and follow-up of third-party contracts, purchase orders, and approval workflows, ensuring execution accuracy, administrative traceability, and procedural compliance.
- Serve as an operational reference point for the team, fostering cross-functional coordination, exception management, and continuity of organizational activities in support of the business.
- Contribute to the preparation of the operational model by providing experience, process logic, and controls.

Essential requirements

- Experience in operational management and distribution models.
- Ability to oversee complex, time-critical processes with high reputational exposure, ensuring high standards of accuracy even in urgent situations.
- Willingness to ensure continuity of operational coverage and timely activation in light of the time-critical nature of the activities and business needs.
- Proven experience in daily coordination with internal and external stakeholders in multilayered and international environments, including EMEA teams and treatment centres.
- High level of administrative accuracy in managing orders, contracts, invoices, purchase orders, and supporting documentation for regulatory processes.
- Knowledge of the Italian regulatory environment, AIFA registries, and compliance requirements applicable to innovative products with high management complexity.
- Operational autonomy, problem-solving ability, and the aptitude to make timely and appropriate decisions in the presence of operational exceptions or logistical issues.
- Strong interpersonal, organizational, and cross-functional collaboration skills, together with a good command of professional English and digital tools for operational management.

Why Novartis? Our purpose is to reimagine medicine to improve and extend people’s lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: https://www.novartis.com/about/strategy/people-and-culture

At Novartis we’re committed to reimagining medicine together – and rewarding the people who make it happen.

Expected annual Salary Base Range for the role: EUR 36.700,00 - 68.100,00

Benefits and rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: https://www.novartis.com/careers/benefits-rewards

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.

People and culture

Role Requirements

Primary location salary range
€36,700.00 - €68,100.00
Division
DIV_IM
Business Unit
Sales
Location
LOC_IT
Site
Milano
Company / Legal Entity
IT08 (FCRS = IT008) Novartis Farma S.p.A.
Functional Area
FCT_SA
Job Type
Full time
Employment Type
Regolare
Shift Work
No
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List of links present in page

1. https://jobapi.novartis.com/req-10080316-customer-operations-service-smaneuromuscular-it-it
2. https://www.novartis.com/about/strategy/people-and-culture
3. https://www.novartis.com/careers/benefits-rewards
4. https://novartis.wd3.myworkdayjobs.com/it-IT/Novartis_Careers/job/Milano/Customer-Operations-Service-SMA-Neuromuscular_REQ-10080316-1
5. https://novartis.wd3.myworkdayjobs.com/it-IT/Novartis_Careers/job/Milano/Customer-Operations-Service-SMA-Neuromuscular_REQ-10080316-1