

# Supply Chain Customer Service Agent

Job ID  
REQ-10070328  
Фев 12, 2026  
Румыния

## Сводка

Job Description Summary

#LI-Onsite

Location: Târgu Mureș, Romania

This role is based in Târgu Mureș, Romania. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

We are looking for a proactive and detail-oriented Customer Service Agent to join our team. In this role, you will ensure smooth operations by managing material and product flows, maintaining accurate data in SAP, and supporting timely deliveries to meet customer expectations. You will be the key contact between the production site and internal and external customers and work closely with other departments.

## About the Role

### Key Responsibilities:

- Demand Management including forecast review, stock outs, coverage in the countries and in alignment with stakeholders
- Manage and handle customer orders including alignment with Production and Quality to ensure a reliable supply
- Ensure shipping aligns with requested delivery dates in alignment with Dispatch and Warehouse
- Manage special requests like one-time shipments, registration samples based on customer demand
- Update and maintain CS related SAP records
- Monitor supply related Key Performance Indicators (KPIs) and prepare performance reports, implement Corrective Actions/Preventive Actions (CAPAs) to improve performance

### Minimum Requirements:

- Proven experience in Operations Management and Execution
- Problem-solving and timely decision-making abilities, strong sense of ownership and proactive mindset; Being a team player is essential
- Strong in communication including internal and external stakeholders
- Understanding of transportation, demand planning, and order management
- Active learning mindset, willingness to adapt to change and ability to manage stress effectively
- Proficiency in relevant tools and systems (e.g., SAP, Power BI, Kinaxis)
- Analyze Data and curiosity to support automation of customer services processes
- Romanian and English (fluent)

### Commitment to Diversity and Inclusion / EEO paragraph:

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

**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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Дивизион  
Operations  
Business Unit  
Information Technology  
Место  
Румыния  
Сайт  
Targu Mures  
Company / Legal Entity  
RO03 (FCRS = RO003) Novartis Pharmaceuticals S.R.L  
Functional Area  
Technical Operations  
Job Type

Full time  
Employment Type  
Regular  
Shift Work  
No

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