

# Field Support Specialist

Job ID  
REQ-10074139  
мар 17, 2026  
Китай

## Сводка

-Support end-to-end order management process by interacting with customers, manufacturing sites, and other internal departments to ensure all orders are executed in a timely and efficient manner. Sales support specialists responsible for key sales coordination activities. Supervision and support readily available from next line manager.

## About the Role

### Major accountabilities:

- Timely order management using relevant system.
- Perform manual order entry for site-to-site material transfer orders.
- Issue credit and debits notes.
- Monitor email inboxes to ensure timely and accurate responses to customer inquiries regarding order status, shipping dates, product availability, and back orders.
- Perform order confirmation and inbound system booking for manually placed orders in the system.
- Act as a liaison with various departments throughout the company and be a trusted advisor to internal parties.
- Maintain and issue customer open order list.
- Maintain accurate and up to date working procedures.
- 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:

- Full compliance with required standards and policies (NFCM controls)
- Compliance with order management deadlines
- Process performance (e.g. order confirmation, confirm dates in the past)
- End-users trained according to the agreed training plan

### Minimum Requirements:

### Work Experience:

- Operations Management and Execution.

### Skills:

- Affiliate Marketing
- Auditing
- Calls Handling
- Conflict Resolution
- Customer Care
- Customer Requirements
- Customer Service
- Databases
- Installations (Computer Programs)
- Microsoft Access
- Oncology
- Order Management
- Relationship Building
- Sales Support
- SAP ERP

### Languages:

- English

**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  
International  
Business Unit  
Sales  
Место

Китай  
Сайт  
Wuhan (Hubei Province)  
Company / Legal Entity  
CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd  
Functional Area  
Продажи  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No

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

### **Accessibility and accommodation**

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