

# Sales & Marketing Project Coordinator

Job ID  
REQ-10077048  
май 06, 2026  
Ирландия

## Сводка

#LI-Hybrid

Support sales/marketing coordination by partnering with customers and internal teams to ensure orders, customer queries and related administration are managed accurately and on time, in line with required controls and policies.

## About the Role

### Major Accountabilities

- Manage activities using relevant systems, ensuring accurate and timely processing.
- Monitor shared inboxes and respond promptly and accurately to customer queries
- Act as a liaison and trusted advisor across internal departments to resolve issues and coordinate actions.
- Report technical complaints, adverse events, and special case scenarios related to products within 24 hours of receipt, following required procedures.
- Coordinate marketing activities (where applicable) in line with policy.

### Key Interfaces / Stakeholders

- Customers and external partners
- Commercial teams (sales/marketing) for coordination of requests and reporting
- Finance
- Quality/Safety teams (complaints, adverse events, special cases).
- TA Head (priorities, escalations, and continuous improvement).

### Key Performance Indicators (KPI's)

- Full compliance with required standards and policies (including NFCM controls).
- Consistent adherence to deadlines and service levels.
- Process performance
- End-users trained in line with the agreed training plan (where applicable).

### Work Experience

- Strong attention to detail and accuracy in documentation.
- Customer service mindset with clear written and verbal communication.
- Ability to manage shared inboxes, prioritise workload, and meet deadlines.
- Confident stakeholder management; able to coordinate across functions and escalate appropriately.
- Comfortable working with order management systems, AI tools and Microsoft Office tools (e.g., Excel) for reporting.
- Good understanding of compliance-controlled processes and the importance of timely reporting.

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Дивизион  
International  
Business Unit  
Marketing  
Место  
Ирландия  
Сайт  
Dublin (Country President Office (CPO))  
Company / Legal Entity  
IE02 (FCRS = IE002) Novartis Ireland Ltd  
Functional Area  
Маркетинг  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No

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