

# Customer Service Agent

Job ID  
REQ-10078461  
май 19, 2026  
Румыния

## Сводка

#LI-Onsite  
Location: Târgu-Mureș, Romania  
Relocation Support: This role is based in Târgu-Mureș, Romania. Novartis is unable to offer relocation support: please only apply if accessible.

Be the person who keeps customers supplied—reliably, accurately, and on time. As a Customer Service Agent, you'll orchestrate demand and order flows end-to-end, turning plans into deliveries while keeping data clean and stakeholders aligned. You'll work at the heart of the operation, partnering with production, quality, dispatch, and warehouse teams to ensure smooth material and product movement—and to deliver the dependable service our internal and external customers count on.

## About the Role

### Key Responsibilities:

- Own end-to-end demand management: review forecasts, prevent stock-outs, and align coverage with stakeholders.
- Manage customer orders, coordinating with Production and Quality to ensure reliable supply.
- Plan shipments to match requested delivery dates with Dispatch and Warehouse teams.
- Handle special requests, including one-time shipments and registration samples, based on customer demand.
- Maintain accurate customer service records in SAP (Systems, Applications, and Products in Data Processing).
- Track Key Performance Indicators, analyze trends, and create performance reports for stakeholders.
- Drive improvements through investigations and corrective and preventive actions to strengthen service performance.

### Essential Requirements:

- Proven experience in operations management and execution in a supply, logistics, or manufacturing environment.
- Strong problem-solving and timely decision-making skills, with clear ownership and proactive follow-through.
- Confident communicator who builds effective partnerships with internal teams and external customers.
- Solid understanding of transportation, demand planning, and order management processes.
- Proficiency with SAP, Microsoft Power BI or Kinaxis (or similar planning and analytics tools).
- Fluent English (fluency in Romanian is a plus), with an active learning mindset and resilience in a fast-changing environment.

**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.

**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>

**Benefits and Rewards:** Learn about all the ways we'll help you thrive personally and professionally.  
[Read our handbook \(PDF 30 MB\)](#)

Дивизион  
Operations  
Business Unit  
General Management  
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

Job ID  
REQ-10078461

### **Customer Service Agent**

[Apply to Job](#)  
Job ID  
REQ-10078461

### **Customer Service Agent**

[Apply to Job](#)

---

**Source URL:** <https://www.novartis.ru/careers/career-search/job/details/req-10078461-customer-service-agent>

#### **List of links present in page**

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. [https://www.novartis.com/sites/novartis\\_com/files/novartis-life-handbook.pdf](https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf)
3. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Targu-Mures/Customer-Service-Agent\\_REQ-10078461](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Targu-Mures/Customer-Service-Agent_REQ-10078461)
4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Targu-Mures/Customer-Service-Agent\\_REQ-10078461](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Targu-Mures/Customer-Service-Agent_REQ-10078461)