

# **Ekspert upravljanja naročil in logistike (m/ž/d) / Order & Logistic Manager (m/f/d)**

Job ID  
REQ-10023709  
Oct 04, 2024  
Slovenia

## **Summary**

Location: Slovenia, Ljubljana ali Slovenj Gradec #LI-Hybrid

As a Order & Logistic Manager you will be responsible for providing an enhanced level of E2E responsibility and team support from smooth transactional execution between complex intercompany & third party customers and respective suppliers to all logistics matters, including material movement from production sites to Intercompany & third party customers via HUB or as direct shipments, warehousing, all related compliance & international trade aspects plus sourcing of third party services from providers.

Act as competent counterpart between assigned customers and various functions in order to guarantee high customer service level. Achieve operational excellence in terms of quality, cost and compliance.

Join us and become our next talent.

## **About the Role**

### **Key Responsibilities:**

- Monitor and maintain correct system transactions related to E2E processes started by order creation till delivery to customer, based on planning & master data parameters including the up-to-date status of the order at any point in time.
- Prepare and ensure availability of all relevant documentations and approvals (e.g. Letter of Credit, Invoice).
- Handle customer Returns, write-off's, rebates and credit/debit notes according to the established SOPs and guidelines.
- Act as single point of contact for escalation issues for assigned customers & sites, influencing and connecting relevant stakeholders to speed up (system) issue resolution.
- Drive and maintain close relation and involve other functions (Life Cycle Management, QA, Supply Chain, Finance, Artwork and Primary Logistics) to ensure regulatory and quality.
- Single Point of Contact for direct shipments from sites to Customers.
- Act as Point of contact for forwarders, airlines and agents in case of issues and problems during global material movement.
- Participate in regular meetings with 3rd party service providers and provide examples of performance issues, process issues or quality issues for fruitful discussion.

### **Essential Requirements:**

- Higher education degree.

- Minimum 3 years of experience in Supply Chain processes incl. customer service, vendor management and Logistic.
- Experience in using SAP is an advantage.
- Knowledge of project management, especially cross-functional projects.
- Active knowledge of English.
- Knowledge of Microsoft Office.
- Highly motivated, independent and self-initiative.

We offer **permanent employment**, with **6 months** of probation period.

You are kindly invited to submit your application in English language, including CV.

### **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>

### **You'll receive:**

Competitive salary, Annual bonus, Flexible working schedule, tailored to your needs, possibility to work from home, Pension scheme, Employee Recognition Scheme, Expanded program for the promotion of health in the field of physical, mental and social well-being (Energized for Life), Unlimited learning and development opportunities.

### **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.

### **Join our Novartis Network:**

If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

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For Slovenia:

Lokacija: Slovenija, Ljubljana, #LI-Hybrid

Kot **Ekspert upravljanja naročil in logistike (m/ž/d)** boste odgovorni zaza zagotavljanje višje ravni odgovornosti za E2E in podpore timu, od nemotenega izvajanja transakcij med zahtevnimi strankami znotraj podjetja in tretjimi strankami ter ustreznimi dobavitelji do vseh logističnih zadev, vključno s prevozom materiala iz proizvodnih lokacij do strank znotraj podjetja in tretjih strank prek središča (HUB-a) ali kot neposredne pošiljke, skladiščenjem, vseh povezanih vidikov skladnosti in mednarodne trgovine ter zagotavljanjem storitev tretjim osebam pri ponudnikih.

Opravljanje vloge usposobljenega sogovornika med dodeljenimi strankami in različnimi funkcijami, s čimer se

zagotovi visoka raven storitev za stranke. Doseganje operativne odličnosti v smislu kakovosti, stroškov in skladnosti.

Pridružite se nam!

#### **Vaše ključne odgovornosti:**

- Spremljanje in vzdrževanje ustreznih sistemskih transakcij, povezanih s procesi E2E, ki trajajo od kreiranja naročila do dostave k stranki, na podlagi parametrov načrtovanja in matičnih podatkov, vključno z najnovejšim stanjem naročila.
- Priprava in zagotavljanje razpoložljivosti vseh ustreznih dokumentov in odobritev (npr. akreditiv, računov).
- Obravnavanje vračil, odpisov, popustov in dobropisov strank v skladu z vzpostavljenimi standardnimi operativnimi postopki (SOP) in smernicami.
- Opravljanje vloge enotne kontaktne točke za naslavljanje težav (eskalacije) za dodeljene stranke in proizvodna mesta, vplivanje in povezovanje ustreznih deležnikov, s čimer se pospeši reševanje (sistemskih) težav.
- Zagotavljanje in vzdrževanje tesnih odnosov ter vključevanje drugih funkcij (upravljanje življenjskega cikla, zagotavljanje kakovosti, oskrbovalna veriga, finance, podlage, primarna logistika) za zagotavljanje oskrbe z izdelki v skladu s predpisi in kakovostjo.
- Opravljanje vloge enotne kontaktne točke za neposredne pošiljke iz lokacij k strankam.
- Opravljanje vloge kontaktne točke za odpremnike, letalske družbe in agente v primeru vprašanj in težav med prevozom materiala po svetu.
- Sodelovanje na rednih sestankih z zunanjimi ponudniki storitev in posredovanje primerov težav v zvezi z uspešnostjo, procesi ali kakovostjo za razpravo.

#### **Vaš doprinos k delovnem mestu:**

- Višja strokovna izobrazba oz. višješolska izobrazba - diploma prve stopnje v univ. programu.
- Minimalno 3 leta izkušenj v procesih oskrbovalne verige, vključno s storitvami za stranke, upravljanjem dobaviteljev in logistiko.
- Izkušnje pri uporabi SAP-a predstavljajo prednost.
- Poznavanje projektnega vodenja, predvsem medfunkcijskega projekta, predstavlja prednost.
- Aktivno znanje angleškega jezika.
- Poznavanje orodja Microsoft Office.
- Visoka motiviranost za delo, samostojnost in samoiniciativnost.

Z izbranim kandidatom bomo sklenili delovno razmerje za **nedoločen čas** s poskusno dobo **6 mesecev**.

Prijave z življenjepisom v angleškem in slovenskem jeziku oddajte preko spletne povezave.

#### **Zakaj Novartis?**

Naš namen je soustvarjati medicino za izboljšanje in podaljševanje življenja ljudi, naša vizija pa je postati najbolj cenjeno in zaupanja vredno farmacevtsko podjetje na svetu. Kako lahko to dosežemo? S pomočjo naših ljudi. Prav naši sodelavci nas vsak dan spodbujajo, da dosežemo svoje ambicije. Postanite del te misije in se nam pridružite! Več na spodnji povezavi: <https://www.novartis.com/about/strategy/people-and-culture>

#### **Kaj nudimo:**

Konkurenčen plačni paket, letni bonus, fleksibilen način dela, z možnostjo prilagajanja urnika in delom od doma, pokojninsko shemo, shemo nagrajevanja in priznanja dosežkov, razširjeni program promocije zdravja

na področju telesnega, duševnega in družbenega počutja (Polni življenja) ter dogodke, neomejene priložnosti za učenje in razvoj.

### **Predani smo raznolikosti in vključenosti**

Novartis si prizadeva ustvariti izjemno, vključujoče delovno okolje in oblikovanje raznolikih timov, saj ti predstavljajo naše bolnike in skupnosti, ki jih oskrbujemo.

**Pridružite se naši mreži Novartis:** V kolikor se ne prepoznate v zgornjem opisu delovnega mesta, vas vabimo, da se vpišete na spodnji povezavi v Novartisovo bazo talentov saj lahko tako vašo vlogo upoštevamo za podobne pozicije v prihodnosti: <https://talentnetwork.novartis.com/network>

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

**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>

Division

Operations

Business Unit

Innovative Medicines

Location

Slovenia

Site

Ljubljana

Company / Legal Entity

SI19 (FCRS = SI019) Novartis farmacevtska proizvodnja d.o.o.

Alternative Location 1

Slovenj Gradec, Slovenia

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

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### **Accessibility and accommodation**

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to

[diversity.inclusion\\_slo@novartis.com](mailto:diversity.inclusion_slo@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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

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Job ID

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