

# RLT Customer Service Coordinator

Job ID  
REQ-10019956  
Aug 27, 2024  
Südkorea

## Summary

- Location: Seoul, Korea #LI-Hybrid
- Delivery excellence in all customer interactions and enable timely and accurate processing of customer orders and enquiries through excellent customer service and process optimization
- Central in coordinating with local teams, regional supply chain, and selected external partners to ensure a seamless process from product ordering to delivery
- Complying with all laws, regulations, and policies governing the conduct of customer service programs or activities.

## About the Role

### Key Responsibilities:

- 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)

### Essential Requirements:

- Experience working in a customer service environment

- A person who are passionate and interested in the challenge of trying new technologies and confident of success
- A person who has strengths in communication and cooperation with cross functional team and 3rd party logistics provider
- Providing high quality customer service / excellent customer feedback

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TEst Hello

Division

Innovative Medicines International & Chief Commercial Office

Business Unit

Innovative Medicines

Standort

Südkorea

Site

Seoul

Company / Legal Entity

KR01 (FCRS = KR001) Novartis Korea Limited

Functional Area

Der Umsatz

Job Type

Full time

Employment Type

Regular

Shift Work

No

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