

# Office Administrator

Job ID  
394280BR  
Apr 15, 2024  
Ukraine

## Summary

-Provide administrative support and purchasing expertise to ensure the timely provision of services for effective and efficient maintenance

## About the Role

### Major accountabilities:

- General administrative support: Deals with complex administrative and organizational assignments independently and takes care of general administrative tasks.
- Involved in strategic planning processes.
- Interaction: Informs, advises and supports the team & associates from outside the team on processes, guidelines services that are specific to the department.
- Accommodates customer's specific needs.
- Work processes in own area of responsibility: Initiates new processes or modification of processes and coordinates the introduction of new or modified processes.
- Handling of administrative projects: Acts as project coordinator/manager for administrative projects (design, planning, implementation, communication, etc.) -Supervisory tasks: Mentors temporary employees or apprentices or assumes a limited project coordination/management role.
- Proactively engage stakeholders to ensure that on site client's expectations are met through high levels of customer service -Effectively manage service vendor to ensure an on time deliverable system.
- 24/7 emergency call support & site attendance is required.
- Flexibility and ownership of the overall operations.
- 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:

- Enhance operational effectiveness and efficiency
  - Consistently monitor and control the quality of performance
  - Reduce operational costs
  - Maximize asset value and extend asset life cycle

### Minimum Requirements:

#### Work Experience:

- Managing Crises.
- Cross Cultural Experience.

- Collaborating across boundaries.

**Skills:**

- Managing resources.
- Conflict management.
- Challenging the status quo.
- Creativity and visioning.
- Being assertive.
- Franchise Strategy Prioritization.
- Transaction Deal Structuring.
- Analyzing stakeholder requirements.
- Influencing and persuading.
- Quality decision making.

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

Division

International

Business Unit

Innovative Medicines

Location

Ukraine

Site

Kyiv

Company / Legal Entity

UAP0 (FCRS = CH024) NOPH SERVICES UKRAINE

Functional Area

Facilities & Administration

Job Type

Full time

Employment Type

Regular

Shift Work

No

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