

# RLT Customer Service Coordinator

Job ID  
REQ-10019956  
Aug 27, 2024  
South Korea

## 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

**You'll receive:** You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

**Commitment to Diversity and Inclusion:**

Novartis is an Equal Opportunity Employer and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

**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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Division  
 International  
 Business Unit  
 Innovative Medicines  
 Location  
 South Korea  
 Site  
 Seoul  
 Company / Legal Entity  
 KR01 (FCRS = KR001) Novartis Korea Limited  
 Functional Area  
 Sales  
 Job Type  
 Full time  
 Employment Type  
 Regular  
 Shift Work  
 No  
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