

Customer Supply Specialist

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Company: Novo Nordisk

Location: Kefar Sava

Category: other-general

Are you passionate about providing excellent customer service? Do you thrive in a fast-paced environment? We are looking for a Customer Supply Specialist to join our team at Novo Nordisk. If you are ready to support our customers, then read on and apply today for a life-changing career.

The Position

As a Customer Supply Specialist, you will be responsible for supporting customers such as pharmacies and healthcare professionals to overcome challenges and ensure the best customer experience with all Novo Nordisk products. You will be working closely with the supply chain team and the business units.

Your main accountabilities will be:

Developing and maintaining long-term partnerships with key internal and external stakeholders to ensure excellence in MAPA execution and representing Novo Nordisk's vision, values, and commitment when facing customers.

Ability to analyse and provide business insights according to market trends.

Operating in alignment with Novo Nordisk's business priorities to ensure impactful account engagement.

If you have strong engagement capabilities, ability to adapt, develop and maintain strong

partnerships with diverse stakeholders, and you are also solution-oriented and analytical, able to analyse complex situations and develop effective solutions while considering various factors, then this could be the perfect opportunity for you!

Qualifications

To be successful on this position we expect you to have:

BA/B.Sc. Degree (preferably within economics, biology or pharma). MBA - an advantage.

3 years of experience in a customer service or customer support role, with a strong track record of delivering high-quality customer relations performance – mandatory.

Prior experience in the Israeli pharma industry in customer service and/or operations field - an advantage.

Strong customer orientation, patience, and attention to details.

Proficiency with Microsoft Excel and Outlook.

Fluency in Hebrew and high proficiency in English.

High analytical skills, ability to analyse complex issues, providing business insights.

High communication skills, ability to problem solving, and to work within cross functional teams.

About the Department

The Novo Nordisk Market access & Public affairs (MAPA) department is responsible for driving the MAPA strategy and activities in Israel. We are a dynamic and collaborative team, dedicated to maximizing sales and margins. With a focus on innovation and continuous improvement, we strive to make a significant impact in the pharmaceutical industry. Join our team and be part of a fast-paced and exciting department.

Working at Novo Nordisk

At Novo Nordisk, we don't wait for change. We drive it. We're a dynamic company in an even more dynamic industry, and we know that what got us to where we are today is not

necessarily what will make us successful in the future. We embrace the spirit of experimentation, striving for excellence without fixating on perfection. We never shy away from opportunities to develop, we seize them. From research and development, through to manufacturing, marketing and sales – we're all working to move the needle on patient care.

Contact

Please click on apply now to submit your resume in English.

We commit to an inclusive recruitment process and equality of opportunity for all our job applicants.

At Novo Nordisk we recognize that it is no longer good enough to aspire to be the best company in the world. We need to aspire to be the best company for the world and we know that this is only possible with talented employees with diverse perspectives, backgrounds and cultures. We are therefore committed to creating an inclusive culture that celebrates the diversity of our employees, the patients we serve and communities we operate in. Together, we're life changing.

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