

Supply Chain Operations Specialist (m/f/d)



Temporär Jobregion: Rotkreuz Stellenprozent: 100%

Beschreibung

As a first-tier supplier to our renowned business partner Roche Diagnostics in Rotkreuz, we are currently looking for a motivated and dedicated **Supply Chain Operations Specialist** for a temporary assignment of 12 months, with high probability of extension.

The Inter Company Supply Chain (ICSC) is an essential component of the diagnostics value chain, connecting sales affiliates, logistics hubs, business areas, finance, and the global supply chain. ICSC ensures the compliant execution of a wide range of processes, guaranteeing the high-quality delivery of both physical and digital diagnostic products through well-established supply channels. We are currently expanding our functional scope to include third-party commercial channels, specifically tailoring our supply chain expertise to meet the unique requirements of NGO partners worldwide.

As a Supply Chain Operations Specialist, you will be responsible to ensure seamless supply chain processes with third-parties and compliance with regulatory requirements within a dynamic and highly regulated global environment. You will play a critical role in managing and supporting various processes related to order fulfillment, compliance, logistics, and customer interactions within a global supply chain environment. This role demands a high level of technical proficiency, problem-solving skills, and the ability to navigate complex challenges, ensuring operational excellence across all aspects of the supply chain. It involves working extensively with SAP S/4HANA, Fiori Apps, and several integrated modules.

Tasks & Responsibilities

- **Order Management and Monitoring:** Monitor and execute transactions in SAP S/4HANA and Fiori Apps related to global order management processes to ensure accuracy and efficiency, focusing on third-party customer processes. Coordinate order related activities to ensure alignment with critical deadlines.
- **Customer and Supplier Support:** Act as the single point of contact (SPOC) for third-party customers and other stakeholders involved in the ordering process. Collaborate with internal stakeholders to swiftly resolve complex inquiries and ensure business continuity. Engage with third-party customers to effectively address and resolve their inquiries, requests, and concerns in a professional and timely manner.
- **Exception Handling and Compliance:** Provide robust exception handling, offering guidance to third-party customers for manual, country-specific steps required for import and customs clearance. Ensure global compliance with import/export regulations, trade

BERATER



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Seniority Level
Mitarbeiter

Berufskategorie
Projektleitung &
Management

Stellenprozent
100%

Jobtyp
Temporär

Referenz-Nr.
KWI-PM-T-52030

Jobregion
Rotkreuz



management guidelines while aligning with company policies and legal standards. Analyze and handle various exceptions such as specific shipping instructions, quality and logistics complaints, general shipment issues and the monitoring of data logger reports.

- **Regulatory Compliance and Documentation:** Ensure daily processes comply with regulatory requirements and support audit-readiness through detailed record management. Maintain and update end-to-end process documentation, including working instructions and internal procedures.
- **Data Analysis and Reporting:** Generate and analyze regular SAP GUI and Fiori reports to provide actionable insights for internal stakeholders, external vendors, and customers.

Must Haves

- Basic education in a commercial or technical sector with additional studies in supply chain management or import/export or related fields.
- (KV) Lehre: at least 3-5 years of relevant working experience after apprenticeship required (as of 10 years overqualified)
- Proven experience in order management processes, logistics, and supply chain operations. Experience in a Life Sciences company (ie.: Pharmaceuticals, Diagnostics, Medical Devices) is a plus.
- Familiarity with regulatory compliance requirements and processes. (For example: legal papers and regulatory documents)
- Accuracy and attention to detail, especially when managing time-sensitive financial bookings.
- Experience with and knowledge of SAP SD & MM as well as analysis tools (e.g., Excel, gSheets, etc.).
- Effective communication skills to handle customer and supplier interactions.
- Fluency in both German and English, complemented by excellent organizational, multitasking, and teamwork abilities, and an open-minded approach to new methods.

Nice to Haves

- SAP, similar systems

Benefits

- Become part of one of the most prestigious pharmaceutical companies and actively shape the future of healthcare.
- Experience a work culture that promotes diversity and inclusion and where all employees feel valued.
- Work on a state-of-the-art campus featuring green spaces, meeting areas, and an inspiring atmosphere.
- Work with modern and up-to-date tools in an innovative work environment.
- Start with a professional onboarding process and a thorough introduction to your new role during the Welcome Days.
- Benefit from financial support for your professional development plans.
- Enjoy a selection of high-quality meals in modern staff restaurants.
- As part of a sustainable mobility concept, on-site parking spaces are available to you (subject to eligibility criteria).

- Take advantage of unbeatable, year-round discounts at renowned retailers and over 200 top brands.
- Benefit from fleet discounts when purchasing new cars or receive constant fuel discounts with our fuel card.

Are you interested? Do not hesitate and submit your complete application documents online today. We look forward to hearing from you!

Wir wertschätzen Vielfalt und begrüßen daher alle Bewerbungen - unabhängig von Geschlecht, sozialer Herkunft, Religion, Alter und Identität. Zur leichteren Lesbarkeit und besseren Verständlichkeit verwenden wir nur eine Gender-Form. Selbstverständlich sind im jeweiligen Kontext alle Genderformen gleichermassen gemeint.

Unser Bewerbungsprozess

