

# Executive Assistant

Job ID  
REQ-10010769  
Jun 18, 2024  
Taiwan

## Summary

-Provide administrative support and strategic administrative support to the country president

## 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 orchestration of annual strategic planning processes and above country presentations.
- Interaction: Informs, advises and supports the team and 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 and 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

### Key performance indicators:

- Enhance operational effectiveness and efficiency
- -Consistently monitor and control the quality of performance
- -Reduce operational costs

### Minimum Requirements:

### Work Experience:

- Cross Cultural Experience.
- Collaborating across boundaries.

### Skills:

- Quality decision making.
- Managing resources.
- Creativity and visioning.
- Being assertive.
- Conflict management.
- Challenging the status quo.
- Influencing and persuading.
- TA Strategy Prioritization.
- Strong organization and project management.
- Analyzing stakeholder requirements.

**Languages :**

- English and Chinese

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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

Taiwan

Site

Taipei

Company / Legal Entity

TW03 (FCRS = TW003) Novartis (Taiwan) Co. Ltd

Functional Area

Facilities & Administration

Job Type

Full time

Employment Type

Regular

Shift Work

No

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