

## RLT Customer Operations and Service

Job ID  
REQ-10044658

4月 23, 2025

Mexico

### 摘要

Location: Mexico, City

- Treatment with RLT, as it involves radioisotopes, presents high logistical complexity and requires a radioprotection structure and specific licenses from the Nuclear Commission (CNEN) at infusion sites (Clinics and Hospitals). This makes the Patient Journey longer and with bigger chance of rupture.
- Customer Operations will be responsible for monitoring the entire patient infusion journey, connecting all necessary parts, minimizing the chances of disruption, ensuring the best experience for the Novartis customer.

### About the Role

Major accountabilities:

Promote the Patient's infusion journey continuously (without interruptions) and with high quality for the client and patient.

- Work in a patient-centered way, seeking the best end-to-end experience for the Novartis customer.
- Taking holistic view of the patient's entire infusion journey, aligning all steps to have a complete infusion without disruption.
- Keep contact with the hospital "Nurse Navigator" role to align all the information needed.
- Keep contact with the hospital to ensure that the order has been placed correctly in the RLT ROME system.
- Maintain cross-functional communication to ensure that the necessary processes occur at the right moment so that the patient's infusion ends without interruption
- Have knowledge and be the focal points of contact in relation to customs clearance procedures at the airport for the proper prioritization of the product, respecting its expiration date of 5 days for infusion.
- Be the Novartis point of contact for all suppliers linked
- Organize with the HCP, the patient and their caregiver the possible need for the patient to travel to receive the infusion (logistics and accommodation).

Capabilities: Technical/ Market Knowledge/ Skills

- Excellent communication skills (verbal & written) to establish strong relationships with clients
- Holistic view of the Hospital / Novartis / Patient ecosystem (matrix work)
- Knowledge of Supply Chain/Logistics. Process-oriented mentality and great attention to detail
- Planning and anticipation of scenarios
- Emotional intelligence to manage complex stakeholder situations
- Able to operate in ambiguity and adapt easily to changes. Solution-focused mentality
- Innovative and Digital Mentality
- Proven ability to secure integrity and compliance of local business initiatives, regulations and guidelines

Requirements:

- Previous experience in COMEX (Logistics)

- Experience in Pharma industry

- English required for communications with Plant and international Suppliers

Spanish fluent

Hours of operations and holiday coverage:

- This position may require vacation and holiday coverage according to the needs of the process with the client

Leadership Behavior:

- Ability to create strong relationships and trust with the team and main stakeholders (Internal/External)

- Ability to operate under pressure and urgent situations (solution mentality);

- Resilience/ Strong drive for success/ Results oriented;

Benefits and rewards

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<https://www.novartis.com/careers/benefits-rewards>

Commitment to Diversity and Inclusion

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

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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部门  
International

Business Unit  
Innovative Medicines

地点  
Mexico

站点  
INSURGENTES

Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area  
Sales

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un

puesto, envíe un correo electrónico a [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.



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