

RLT Account Customer Support Associate

Job ID
REQ-10054879

7月 07, 2025

Mexico

摘要

The Associate Account Support role is responsible to complete customer support activities including but not limited to product administration scheduling, associated order management and delivery for Radioligand therapies (RLT) primarily via phone and email.

About the Role

Major Accountabilities

- Complete customer support activities including but not limited to product administration scheduling, associated order management and delivery

- Answer questions from Novartis NPS field associates to provide support to customers. Partner with cross-functional stakeholders to provide accurate and timely customer feedback
- Effectively leverage internal systems for ongoing case management which includes phone and email outreaches, case documentation, and customer inquiry/request resolution.
- Handle interactions and/or cases (with appropriate escalation) as it pertains to navigating product ordering and delivery. Ability to complete all calls once they have begun to ensure no interruption of service.
- Follow protocols for responding to customer inquiries across communications (e.g., phone, chat, fax, iSMS / text, mail, and e-mail) in a prompt and courteous manner
- Prepare proper documentation, and notifications; perform proper escalation, tracking, and follow-up
- Adhere to all applicable Working Practice Documents (WPDs), Work Instructions (WIs) and Compliance Guidelines
- Ability to work the scheduled work hours, which generally will be a 9-hour shift with two paid rest breaks and an unpaid lunch break. This position will require holiday support for CS team
- Working Hours Monday - Friday 8AM - 8PM EST (Hybrid - 3 days in office per week)
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Ideal Background (State the preferred education and experience level)

Education (minimum/desirable):

Bachelor's degree required

Languages:

Fluent English, other languages desirable

Experience:

- 1+ years of progressive business experience in the biopharmaceutical industry with broad understanding of pharmaceutical sales, marketing, customer and patient services
- Ability to manage multiple projects and consistently meet deadlines
- Strong interpersonal and time management skills, and an ability for productive collaboration across varying departments
- Detail oriented problem solver who can make clear-headed decisions while under pressure
- Strong written and verbal skills
- Proficient in PowerPoint and Excel, telephony and navigating systems related to product ordering and case management preferred
- Ability to work a flexible staggered schedule (early mornings/ later evenings)
- Oncology experience preferred

Leadership Competencies

- Problem solving
- Detail oriented
- Customer/patient-centric mindset
- Strong written and verbal communication skills

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部门
US

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
Technical Operations

Job Type
Full time

Employment Type
Regular

Shift Work
No

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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.



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