

Government Operations Leader

Job ID
REQ-10059498

9月 08, 2025

Mexico

摘要

Lead, coordinate, and oversee the effectiveness of logistics processes for Novartis' commercial operations with the Public Sector (Direct Sales to Government), aiming to maximize service levels while ensuring compliance with Quality, Regulatory, Safety, and Financial requirements.

Responsible for the timely and accurate processing of all third-party logistics activities (Warehouse and Distribution) related to Direct Sales to Government (DSG), maintaining strict budget control and generating competitive advantages for the company's business strategies.

About the Role

Key responsibilities:

- Proper and efficient management of resources under their responsibility or supervision, promoting a positive work environment.

- Develop and execute operational plans, setting clear objectives and goals for each process involved in deliveries to DSG (Direct Sales to Government), within Novartis, with the 3PL and various suppliers, monitoring progress and evaluating goal achievement.
- Manage all operational and administrative activities that impact logistics and require cross-functional intervention for successful resolution, such as: re-invoicing, invoice cancellations, contract errors, orders, deliveries (among others), late appointment management, etc.
- Responsible for timely follow-up on replenishment or supply orders generated by each institution in an end-to-end (DSG Order Tracking) process, analyzing data and using it to improve effectiveness.
- Act as Legal Representative to support documentation signing for merchandise delivery (e.g., exchange letters, short expiry, regulatory compliance, etc.).
- Responsible for updating, preparing, or designing work manuals, SOPs, and/or policies necessary for proper documentation of logistics processes.
- Ensure compliance and follow-up on KPIs established for the area and with logistics providers involved in the processes.
- Design and implement cost-saving and process improvement projects in warehouse and distribution operations related to DSG.

Main Requirements:

- Degree in Logistics Engineering, Transportation Engineering, Business Administration, International Trade, or related fields.
- English proficiency (preferred).
- Minimum 5 years of experience in the pharmaceutical industry in storage and distribution.
- Knowledge of the public sector: understanding of storage and distribution processes governing the public sector.
- Project Management: experience in managing and tracking projects.
- Knowledge and use of SAP in the Sales Distribution module.
- Familiarity with Good Manufacturing Practices, documentation, storage, and distribution.
- Knowledge and application of quality systems and local regulations: NOM 059, NOM-072, FEUM, and applicable warehouse supplements.
- Desirable: knowledge of critical systems such as HVAC, cold rooms, and transportation validation.
- Desirable: understanding of pharmaceutical product manufacturing and packaging processes.

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

Operations

Business Unit

Universal Hierarchy Node

地点

Mexico

站点

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area

Technical Operations

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 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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