

Associate, RLT Customer Support

Job ID
REQ-10061788

9月 09, 2025

Mexico

摘要

The Associate E2E Process management role is responsible to manage day-to-day operational processes, including but not limited to order scheduling and fulfillment, in-ternal case management, pre-production planning, site onboarding, billing/invoicing processes and logistics, GPS, and systematizing updates to customers. They will also assist with customer related inquiries as needed.

About the Role

Provide support, manage day-to-day operational processes mentioned above as well as ad hoc support for reporting, data reconciliation, and other order support as required.

- Complete manual data entry
- Support select process improvement activities associated with customer service operations
- As applicable, raise innovative ideas and help drive improved efficiency and effectiveness.

- Assist with customer related inquiries based on customer needs/demand
- 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 an 8-hour shift with two paid rest breaks and an unpaid lunch break
- Assist in the creation of team documentation, including ' cheat sheets '
- This position will require holiday support for CS team

Ideal Background

Education: 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
- Experience with systems enabling program end-to-end program operations, including but not limited to customer-facing digital portals, internal case management platforms as well as production planning and financial billing/invoicing tools
- Proficient in PowerPoint and Excel, and telephony
- Potential Shifts: 6am-2:30pm, 7:30-4pm, 8:30-5pm and 11:30-8pm
- Oncology experience preferred

Leadership Competencies

- Problem solving
- Customer/patient-centric mindset
- Strong written and verbal communication skills
- Understanding of computer systems and platforms which are used to support customer/patient services operations

Location:- Mexico City NOCC, (Hybrid working model)

- No travel required

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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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