

Lead, ATP Customer Support

Job ID
REQ-10061790

9月 09, 2025

Mexico

摘要

The Lead E2E Customer Support management role will be responsible to lead team (up to 8 people) with internal case management, pre-production planning, site onboarding, billing/invoicing and logistics. They will also serve as an expert on key systems and processes supporting E2E customer engagement. They will also assist with providing oversight support on customer related inquiries as needed. any inquiries. Engagement provided primarily through phone, Salesforce, email and MS Teams chats. The lead will also guide their team on how to effectively address stakeholder needs. They will serve as experts on relevant technology/systems and knowledge/content. They will be responsible to manage top/high volume accounts (up to 20 accounts) and serve as their main point of contact for all product ordering needs.

About the Role

Major Accountabilities

- Lead team (up to 8 people) located in Mexico City who will be responsible for directly interacting and supporting various cross functional Novartis internal teams, suppliers and stakeholders on key E2E programs and processes, understanding interconnectivity to support future optimizations
- Serve as subject matter expert across all elements of customer support including but not limited to delivery delays and escalations, order management, pre-production planning, billing/invoicing, logistics and associated system applications
- Partner with cross-functional stakeholders responsible for product manufacturing and delivering to create solutions to address customer needs
- Demonstrate mastery in handling complex interactions and/or cases as it pertains to navigating product ordering and delivery
- Lead select automation activities to improve quality and drive team productivity - 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 an 8-hour shift with two paid rest breaks and an unpaid lunch break
- This position will require holiday support for Customer Support (CS) team
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Ideal Background

Education: Bachelor's degree required; Master's degree a plus

Languages: Fluent English, other languages desirable

Experience:

- 2+ years of progressive business experience in the biopharmaceutical or healthcare industry with broad understanding of customer and patient services
- 2+ years of customer service/support experience
- Change management and project management experience
- Ability to drive results and lead a team
- 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; Spanish speaking a plus
- Proficient in \Excel, and navigating systems related to product ordering and case

management preferred

- Knowledge of pharmaceutical industry regulations, patient privacy and other relevant legal policies and principles
- Ability to work a flexible staggered schedule (early mornings/ later evenings)
- Oncology experience preferred

Leadership Competencies

- People management
- Relationship building
- Problem solving
- Customer/patient-centric mindset
- Strong written and verbal communication skills

Location:

- Mexico City NOCC
- International/Domestic travel may be required for training and business meetings

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
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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