NOVARTIS

Manager, Customer Operations, RLT

Job ID
REQ-10092237

十一月 10, 2026

Mexico

摘要

Role Purpose
The Manager, Customer Operations, Radioligand Therapy (RLT), is responsible for the end to end ordering and delivery process of radioligand therapies, ensuring a seamless, compliant, and high quality experience for healthcare institutions.
The role provides operational leadership across customer service, order and delivery management, and site onboarding coordination, while driving execution excellence across a highly regulated radiopharmaceutical environment.

About the Role

Key Responsibilities

- Oversee customer service operations, including order processing, case management, escalations, therapy - related issues and customer communications. Act as primary point of

contact for HCPs and centers
- Achieve key KPIs aligned with internal targets. (e.g., on-time delivery, unused dose management, issue resolution). Analyse and report operational KPIs; use insights to proactively address gaps and optimise performance.
- Collaborate cross - functionally to enable therapy adoption, operational excellence, and customer satisfaction (Supply Chain, Manufacturing, Quality, Medical, Regulatory, Commercial, Field)
- Support onboarding and operational readiness of RLT treatment centres and lead standardized workflows, SOPs, and operational governance.
- Drive continuous improvement and key operational initiatives by leveraging performance analytics, proactively mitigating risks, enhancing the customer journey, and ensuring ethical, patient - first decision making.

Key Competencies

- Strong customer - centric mindset with a high service orientation.
- Demonstrated operational rigour and process excellence.
- Proven ability to collaborate cross - functionally
- Ability to operate effectively in complex, highly regulated environments.
- Strong communication, problem - solving, and project management skills.

Why This Role Matters in RLT

Radioligand Therapy requires **exceptional operational excellence and customer support**. This role is pivotal in enabling fast and reliable therapy delivery while ensuring an outstanding experience for treatment centres and healthcare providers.

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

Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

部门
International

Business Unit
Marketing

地点
Mexico

站点
INSURGENTES

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

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

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