

# EPRM Specialist - Solution Center

Job ID  
REQ-10019039  
Sep 24, 2024  
Mexico

## Summary

Job Description Summary

Location: Mexico City #Hybrid

About the Role:

As part of the operations for Novartis EPRM, Solution Center is responsible for providing quality support and expertise to EPRM users globally on wide range of EPRM related topics or queries posed by the stakeholders, including business owners, risk experts and third parties.

## About the Role

### Major accountabilities:

- Directly resolves queries on system use where explanation / clarification is required.
- Interacts directly with the requester and IT Support Teams when further information is required to resolve an issue.
- Act as a cross-divisional key contact for all questions around EPRM process.
- Provide services at expected levels with a clear customer focus.
- Prepares ad-hoc and routine EPRM reports to support global and organization's requirements.
- Possesses a good knowledge of the system, risk management environment and support the processes that involve EPRM.
- Perform training facilitation/delivery to relevant stakeholders in local language when is needed.

### Minimum Requirements:

- University Degree
- English (written and spoken) 2nd language a plus (Portuguese language preferred)
- SAP/SNOW knowledge
- Advanced Microsoft Office skills. Data Analytics.
- Root Cause Analysis and Problem-Solving. Time Management
- Cross Cultural Experience Organization Scope
- Good communication skills and analytical proficiencies. Customer service orientation, professional demeanor, reliable. Adaptability

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Division

Operations

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Procurement

Job Type

Full time

Employment Type

Regular

Shift Work

No

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