

Agency Operations Manager

Job ID

REQ-10055256

Jun 23, 2025

Mexico

Summary

The Agency Operations Manager will be a key operational team member focused to enable operational excellence through stronger governance, practice consistent standards and effectively collaborate with cross functional stakeholders to achieve operational efficiencies at scale

The team member for assigned brands will closely collaborate with marketing strategy, finance, procurement, demand, agency management, agency stakeholders and ensure scope operational timelines, process and standards are being consistently practiced. SEM will lead tactical plan reviews/approvals and maximize cost efficiency. Monitor & track agency monthly submissions, oversee the budget utilization and drive scope related activity TACTPlan adherence.

About the Role

#LI-Hybrid

Location: Mexico City

This role is based in Mexico City, Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Key Responsibilities

- Manage, and monitor agency spend in the TACT Plan platform and drive consistent inputs across agency as per the established standards, process and timelines
- Critical evaluate and lead tactical plan reviews and approvals to ensure alignment with strategic objectives and resource.
- Oversee day-to-day financial operations of their brands, including monthly projections, invoice resolution, and spend tracking, while partnering closely with the Finance Team on forecasting, phasing, and approvals.
- Collaborate with agency and marketing strategist to collect the monthly goods receipts in the TACTPLAN platform
- Lead monthly finance status report meetings with the marketing strategist, finance team, and agency as per established governance model
- Prepare weekly/monthly brand specific utilization vs budgets vs deviations reports, including variance analysis to annual budget and reforecasts for Management
- Support SOW submission in TACTPlan, Mercury and generate PO
- Manage new vendor onboarding process in collaboration with procurement and agency management

lead

- Build and maintain relationships with agency partners, collaborate with internal teams (e.g., procurement, finance) to enhance operational efficiency
- Generate financial reports, monitor workflows (e.g., Statement of Work status and burn rates), and proactively identify and address financial risks.
- Partner with the Demand Management Team to conduct user acceptance testing (UAT) for TACTPlan iterations.
- Act as an escalation point for external partners and manage communications across teams on plan submission and financial deadlines

Education

- Bachelor's degree in business administration or in Finance or a related field.
- Advanced English proficiency

Experience

- Candidate must have at least 5+ years' experience in a finance or operational role demonstrating strong technical and analytical skills and a track record of success working in a team-based environment
- Proven experience in budget management, agency collaboration, agency deliverable negotiations, cost benefit analysis and financial systems.

Skills

- Excellent analytical, problem-solving, negotiation and interpersonal skills.
- Proficiency in MS Office and financial reporting tools (e.g., SAP).
- Proven ability to understand the marketing execution landscape with detail understanding of marketing deliverables
- Proficiency in program/ multi-project management, governance and decision-making,
- Excellent cross-functional skills with the ability to work and lead a cross-functional team in a matrix environment. Strong process/project management skills.
- Excellent presentation, interpersonal, verbal and written communication skills with aptitude in fostering long-term relationships
- Relevant program management experience in managing large enterprise programs and teams across functions and locations in a matrix structure
- Past work reflects a track record of operational excellence including operational metrics and accountability
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage.

Commitment to Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to 214

tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

US

Business Unit

Universal Hierarchy Node

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

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

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Ajustes de accesibilidad

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